

## **JEWISH BLIND & DISABLED COMMUNITY BEFRIENDER ROLE OUTLINE**

We work closely with tenants, volunteers and organisations to develop supportive communities within our buildings whilst connecting tenants to the wider local and Jewish community. We strive to enhance independence and boost the physical and mental wellbeing of our tenants.

This outline has been drawn up to help you understand what will be expected of you in your role as a community befriender.

### **Service overview**

The Community Befriending service has been set up to support tenants who may be suffering from loneliness and/or social isolation. The main aim of the service is to provide regular contact, monitor general well-being and to be a regular visitor to a group of tenants in one of our developments. Meetings can take place in the communal areas, in tenants' flats or in a pre-agreed destination.

### **Main duties**

- To visit tenants as agreed with the Community Engagement Team (CET)
- Provide face to face support to alleviate loneliness and social isolation
- Provide a link to the outside world
- Raise any concerns, problems or potential safeguarding issues to the CET immediately
- Understand and work to the Volunteer Agreement provided as part of the induction training

### **Key skills**

- A desire to make a difference to people's lives
- Good listening and communication skills
- An understanding of confidentiality and boundaries
- Patience and sensitivity
- Reliability
- Flexibility
- Willingness to undertake induction training and work within the organisation's guidelines and policies

## **Time Commitment**

A minimum of one hour every week. There is no time limit on the length of service, but community befrienders are asked to make a commitment for a minimum of three months

## **Responsible to**

Community Engagement Team Manager

## **Our volunteer framework and offering**

We will ensure anyone who gives their time to us feels valued, understood and proud to be part of Jewish Blind & Disabled through regular training sessions, communication and thank you events.

We will constantly create and expand volunteering opportunities across all of our developments and ensure all volunteers are aware of our objectives.

## **As part of our commitment to our volunteers, we will:**

- Always treat our volunteers with respect, consideration and appreciation
- Ensure you have a clear idea of your responsibilities
- Give you information about the training and support available to help you carry out their role
- Provide you with support through regular meetings or discussions
- Update you on how their work has made a difference

## **We expect volunteers to:**

- Live by our values. Jewish Blind & Disabled is guided by our strong Jewish values. Our behaviours demonstrate how we live our values. We expect all of our staff and volunteers to behave in accordance with our five values of Integrity, Respect, Fairness, Truth and Kindness
- Act in a way that doesn't discriminate against or exclude anyone
- Maintain the confidential information of the organisation and tenants whilst keeping mindful of professional boundaries.
- Follow the organisations health and safety policy
- Provide as much notice as possible if they are unable to fulfil their volunteering commitment

For more information, please contact [volunteer@jbd.org](mailto:volunteer@jbd.org)