

JEWISH BLIND & DISABLED FACE TO FACE / TELEPHONE 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 face to face or telephone befriender.

Service overview

The 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 'listening ear' via a weekly face to face visit or telephone call.

Main duties

- To contact your allocated tenant(s) once a week as agreed with the Community Engagement Team (CET)
- Provide face to face or telephone 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 30 minutes every week. There is no time limit on the length of service, but 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