



HOME ALONE Befriender Volunteer Role:

The Home Alone befriender role is an extension of the previous Good Neighbour scheme which was set up to promote the involvement of volunteers to befriend isolated and vulnerable older people living in the old Armagh City & District and Dungannon & South Tyrone Borough Council areas.

Aims & Objectives of Home Alone Befriender role:

- To provide individual support and companionship through home visiting by staff and volunteers
- To encourage involvement in the community through news of events/clubs and projects in the area that may be of interest to the service user
- To alleviate feelings of vulnerability to crime through regular consistent contact with the volunteer and project staff
- To build genuine friendships
- To provide low level support activities that may have caused harm or place the service user at risk (ie, small practical tasks around the home that such as, putting out bins, replacing bulbs, testing fire alarms/carbon monoxide detectors)

What volunteers do

Personal:

Keep the person company in their own home for one or more (dependant upon individual commitment) hours per week - have a chat, offer a listening ear

- Keep them up to date with local events & services - perhaps escort them on a Good Morning Xtra project outing.
- Offer friendship; thereby relieving isolation and reducing fear of crime.
- Refer the service user back to the project officer for signposting to other relevant services.

Health and Safety:

- Inform key contacts if any harm comes to the service user (with consent if appropriate), or if entry cannot be gained at the arranged time.
- Inform the Project Officer immediately of any problems or concerns
- Participate in project training and networking events where possible

Communication

- Keep the Project Officer up to date with any changes in the befriending role
- Return all Project progress forms in good time
- Inform personal vehicle insurance company that their car is being used in a volunteering role
- Submit regular expense forms for travel to and from the service users home and networking event when relevant

What Volunteers don't do

- Personal care – volunteers must never undertake any form of personal care – even if they are trained in this, or have experience of this outside of the project.
- Taxi duties – the project only offers visits to and from service users home and any networking events, any other arrangements between the volunteer and service user must be viewed as outside the project remit.
- Visit service users when suffering from, or potentially suffering from any contagious illness – this includes having knowingly been in the proximity of someone else with a contagious illness.
- Take on any extra duties as part of the befriender role without first consulting with the Project Officer.
- Bring other individuals to the service users home or visit ad hoc/without prior notice or express permission from the service user.
- Discuss any personal information pertaining to the service user to anyone outside of the project

New volunteers **must** complete an Access NI form and be willing to attend preparation/training courses, these are designed to equip volunteers with all they need to know about their befriending role, however, the project staff are keen to hear ideas around additional training.

We also offer volunteers regular support and provide a variety of other training options and activities within the Project.

Volunteers are encouraged to claim regular expenses, this can include the cost of travel to and from the Service Users home, and any other expenditure approved by the project officer.

For further information contact:

Seamus.