

Volunteer role profile

Role	Norfolk Befriending Service
Location	Various locations across Norfolk
Responsible to (link supervisor)	Mel Ford, Project co-ordinator
Level of DBS check needed	Enhanced DBS check
Start date	ASAP

About Caring Together

Three in five of us will become an unpaid carer at some point in our life.

Caring Together is an ambitious regional charity that provides emotional and practical support, advice and guidance to unpaid carers of all ages and their families, as well as opportunities to take a break from their caring role.

There are currently more than 26,000 unpaid carers living in Norfolk, who provide over 50 hours of care each week to a family member or friend who need help because of an illness, frailty, disability, or a mental health issue.

The Norfolk Befriending Service is an exciting new project focused on providing companionship and wellbeing support to unpaid carers who are experiencing isolation, loneliness and exhaustion in their caring role.

Our people

Our vision is a world with no unpaid carer in crisis, isolated or struggling alone and our staff and volunteers are all dedicated to making a difference.

We employ over 160 care professionals, 65 office-based staff and 45 volunteers. Everyone's roles are important in making the charity run smoothly and effectively.

Summary of the role

Our Norfolk Befriending Service aims to offer an inclusive, trusted service that links volunteers with unpaid carers to help reduce loneliness and isolation, build confidence and improve wellbeing.

We look to match people who share similar hobbies and interests.

We have three volunteer opportunities within the Befriending service.

- **Carer Befriender** will offer regular companionship and wellbeing support for the unpaid carer at home. This could include:
 - Having a cup of tea and a chat.
 - Playing board games together.
 - Reading to the carer.
 - Helping the carer to cook a meal.

Carer Befrienders can also offer support for the carer in the community to offer reassurance, encouragement and help build independence. This could include:

- Companionship whilst walking.
 - Support to access local community services such as the library, supermarket, carer support group or leisure centre.
- **Helping Hand Befriender** can offer practical support to allow the unpaid carer to spend quality time with their loved one, which would otherwise not be possible. This could include:
 - Dog walking on a lead.
 - Collecting prescriptions.
 - Grocery shopping.
 - Light gardening tasks.
 - **Family Befrienders** will offer companionship for the person that the carer looks after at home to allow the carer to access local activities for support, friendship, and wellbeing.

This offers similar support to the Carer Befriender but is focused on supporting the person the carer looks after. This could include:

- Having a cup of tea and a chat.
- Playing board games together.
- Reading to the cared-for.

Our befriending roles can all be adapted to suit your availability and lifestyle.

This is an opportunity to make a real difference to the lives of unpaid carers and the people they care for, to meet new people, to use and enhance your existing skills and develop new, transferable skills.

Please note, our befriending roles **do not** include:

- Tree/ hedge cutting.
- Pressure washing or car washing.
- Any lifts or car sharing at all.
- Heavy lifting of any kind.
- Personal care.
- Administering medication.

Where you will be based

The project is based across Norfolk and volunteers can agree to areas within the county they are willing to consider travelling to.

Your commitment

- Your commitment can be as much or as little as you choose. Ideally with a minimum commitment of six months.
- All volunteers must agree to follow Caring Together's guidance, policy and procedures, including our onboarding process which includes an Enhanced DBS check.

Benefits to the volunteer

- Gaining new skills, both practically and personally.
- The satisfaction of knowing you are making an important and valued difference to someone's life/the work of Caring Together.
- Meeting new people and be part of a friendly team.
- Gaining valuable experience in the social care field within a voluntary organisation.

Our commitment to you

- The opportunity to use and enhance your existing skills and develop new, transferable skills.
- Reimbursement of reasonable travel expenses.
- Full and comprehensive training will be given as well as regular debriefing, wellbeing checks and on-going support.

What we need from you

- Enhanced DBS check.

Skills and experience

- A desire to make a difference to people's lives.
- Like working as part of a team.
- Be approachable and non-judgemental.
- Enthusiasm.
- Be friendly and enjoy meeting and supporting people.
- Good verbal/written communication skills.
- Good listening and conversation skills.
- Be committed, reliable and trustworthy.
- Be understanding and respectful.
- An ability to demonstrate patience and sensitivity.

Get in touch

If you think this opportunity could be for you, please call Jane Hawkins, volunteer co-ordinator on 07843 327485 or email volunteers@caringtogether.org

Caring Together is committed to safeguarding and promoting the welfare of vulnerable adults and children and expects staff and volunteers to share this commitment.

We are inclusive. We celebrate multiple approaches and points of view. We are an equal opportunities employer and expect staff to respect the personal choice and lifestyles of colleagues, carers, and people with care needs.