

Volunteer role profile

Role	Norfolk Befriending Service Befriending Volunteer
Location	Various locations across Norfolk
Responsible to (link supervisor)	Colin Comaskey, Project Co-ordinator
Level of DBS check needed	Enhanced
Start date	ASAP

About Caring Together

Three in five of us will become a carer at some point in our life. Caring Together Charity is an ambitious regional charity that provides emotional and practical support, advice and guidance to carers of all ages and their families, as well as opportunities to take a break from their caring role.

There are currently more than 81,5000 unpaid carers living in Norfolk. Over 26,000 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 people caring for a family member or friend, who are experiencing isolation, loneliness and exhaustion in their caring role.

Our vision

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.

Our people

We employ around 150 people with approximately 50% of those delivering homecare in local communities. We are supported by a growing number of volunteers who contribute their time to our work.

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 are looking for caring, compassionate people to join our Norfolk Befriending Service.

As a volunteer befriender you will offer regular companionship and wellbeing support for the carer or cared for person 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.

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.

Sometimes befrienders may offer practical support where the carer is unable complete certain tasks themselves.

This could include:

- Dog walking on a lead.
- Grocery shopping.
- Light gardening tasks.

This is an opportunity to make a real difference to the lives of 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:

- 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' guidance, policy and procedures, including our onboarding process which includes an Enhanced Disclosing and Barring Service (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 and to the work of Caring Together Charity.
- 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

- Reimbursement of reasonable travel expenses.
- Full and comprehensive training will be given as well as regular debriefing, wellbeing checks and on-going support.

Skills and experience

- A genuine desire to make a positive difference in people's lives.
- Friendly, approachable and non-judgemental manner.
- Strong listening skills and the ability to build natural, supportive conversations.
- Good verbal and written communication skills.
- Patient, understanding and sensitive to the needs of others.
- Reliable, trustworthy and committed.
- Able to work well as part of a team.
- Enthusiastic and motivated to support others.

Get in touch

If you think this opportunity could be for you, please call 0345 241 0954 or email volunteers@caringtogether.org

Caring Together Charity is committed to safeguarding and promoting the welfare of adults at risk and children. All staff are expected to share this commitment. A Disclosure and Barring Service (DBS) check appropriate to the role is required and renewed every three years.

We're proud to be an equal opportunities employer. We welcome applicants from all backgrounds and celebrate diversity in our teams and the communities we support. We expect staff to respect the personal choices and lifestyles of colleagues, carers, and people with care needs.