

# Volunteer as a Befriender

➤ To provide short term support to clients living in County Durham aged 18+. This includes weekly telephone support, some face to face visits where applicable in community settings, and helping facilitate befriending group sessions.

## ➤ Main Tasks:

- To develop a trusting relationship with the client to help with loneliness and isolation and where appropriate help them to highlight any signposting opportunities that may be relevant or specialist services where needed. Be empathetic and provide a listening ear and the chance for the client to just talk if that is what they require, either face to face in a community setting or over the phone.
- To record the support provided at each session and inform the project team of the details and any concerns that may arise.
- To adhere to PCP's policies and procedures and attend all relevant training (details on enquiry).
- Use events and opportunities to raise the profile of the project.



## Personal Qualities

- Be able to manage a small case load of clients weekly.
- Have excellent communication skills.
- Be patient, friendly, approachable, reliable and honest.
- Be well organised.
- Have a desire to promote healthy living, independence and to promote positive behaviour change.
- Have a very good understanding of confidentiality.
- Be a good listener.
- Be kind and empathetic.

## ➤ How to join us

Contact:

[befriending@pcp.uk.net](mailto:befriending@pcp.uk.net)