

# Volunteer Befriender

## Role Description

**Role title:** Volunteer Befriender

**Accountable to:** The Lead Practitioner

**Reports to:** The Lead Practitioner

**Hours/Days:** 10.00 - 12.30pm; 1.00 - 3.30pm Tuesday, Wednesday  
Sessions as agreed

**Location:** Blythe House Hospice, Chapel-en-le-Frith

**Purpose of the Role:** To support the Living Well Service by providing a friendly welcome and a listening ear to clients and helping them to feel comfortable within the service; to welcome other visitors where appropriate.

**Responsibilities** (These will vary depending on the session worked):

- Attend a short briefing with a key worker at the start of each session; be aware of the programme for the day in order to promote it to clients and advise them of any changes or new developments.
- Actively meet and welcome clients new to the service and help them to feel comfortable; welcome other clients as they arrive.
- Provide practical and emotional support to clients as necessary, particularly if they are in need of individual attention, distressed or likely to cause distress to others and, where appropriate, share any concerns with the Lead Practitioner and / or key workers.
- In the absence of a key worker, take immediate responsibility for distressed clients, drop in and other visitors.
- Maintain an overview of the lounge and dining area, and the reception area as necessary, providing support to clinical staff and other volunteers if required.
- Keep the lounge, and where necessary the reception area tidy; help to prepare the lounge for different activities and groups; assist in keeping talks and activities to scheduled times.
- Where necessary and appropriate, prepare, serve and clear away refreshments.
- Maintain confidentiality at all times.
- Wear an identification badge and clothing appropriate for the role.
- Participate in training as required.
- Comply with all relevant Blythe House Hospice policies and procedures.

**Qualities and Skills required:**

- A calm, sensitive and understanding attitude when interacting with clients.
- Ability to adapt to the demands of the Living Well service and to accept that the levels of attendance can vary considerably.
- Ability to understand and work within the boundaries of the client: volunteer relationship.
- Awareness of and ability to honour client confidentiality.
- Able to work effectively with other volunteers and staff within the Living Well team.

**Please note:** This is a role that requires a high level of commitment and reliability to ensure continuity of the service.

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**Training:**

- New volunteers will be invited to shadow experienced volunteers for at least two sessions.
- Induction and mandatory training will be available on a regular basis. All Living Well Supporters are required to attend training on Cancer & its Treatments; Communication Skills in Palliative Care; Basic Life Support; Hand Hygiene and Adult Protection with refresher sessions as necessary.
- It is recommended that Living Well Supporters keep up to date with the in-house education programme.
- All Living Well Supporters are required to follow the principles and best practice detailed in the *Guidelines for Living Well Service Volunteers\** at all times.

**Expenses:**

Blythe House may, in some circumstances, offers a reimbursement of some expenses that may be incurred through undertaking a volunteer role. Please contact the Volunteer & Support Services Manager for more information.

Revised June 2014

*\*In development*