



**Combat Isolation Befriending Volunteer –
Mental Health**

Information Pack

Mental Health Befriending

We are currently welcoming new Mental Health Befriending volunteers to our Combat Isolation service. If you are a good listener, enjoy meeting and talking to new people and have an hour or two to spare a week then this role is for you.

The Combat Isolation service assists anyone over 50 with a mental health diagnosis, who has become isolated or lonely and offers companionship and support with tasks they are finding difficult. Volunteers meet clients at their home across Liverpool, Sefton and Kirkby and can undertake a variety of activities such as going shopping, taking a walk or just simply meeting for a chat. We carefully match volunteers and clients based on mutual interests, hobbies and your preferences to ensure a lasting friendship.

Age Concern Liverpool and Sefton offer training and support throughout your time with us. This is a great opportunity to meet new friends, build confidence and enhance your CV whilst making an important contribution to your local community.

Details of The Role

Post Title: Volunteer Befriender

Location: Home visits or out and about

Hours of work: Minimum 1-2 hours per week, per client (flexible)

Purpose of the post: To offer companionship and emotional support to those living with a mental health condition who are lonely and isolated.

Main duties and responsibilities:

- Visiting and maintaining regular contact with the office and your client(s) including the arranging of ongoing mutually convenient appointments, whilst ensuring that all information relating to their clients is kept safe and secure.
- Undertake risk assessments in the client's home and for related activities where possible and appropriate.
- Advise the Combat Isolation team when further support is required.
- To be flexible and reliable when delivering the service.
- Report a failure to gain access or refusal of service by clients to the office promptly.

- Report any concerns regarding clients, the clients' home or any discrepancies to the Administrator promptly to allow action to be taken.
- Attend meetings and provide feedback on each client's progress.
- Ensure that records and other information relating to clients are kept confidential, and in a safe and secure place until delivered into the office.
- Comply with all safety systems and procedures set out by the Operational Manager are adhered to at all times.
- Maintains a client's dignity, choice & control at all times and advise the Combat Isolation team of any safeguarding concerns.
- Respect the client's individuality, equality and diversity, providing a service sensitive to these needs.
- To act professionally and treat clients with respect and care.
- Identification badge must be worn at all times whilst on Age Concern Liverpool & Sefton business.
- Adhere to Age Concern Liverpool & Sefton procedures all times.

Person Specification

- Some knowledge and/or experience of mental health would be beneficial
- Good listening and communication skills
- Caring, patient, non-judgemental and sensitive manner
- Reliable, dependable and flexible
- Understanding of data protection and confidentiality
- Have positive outlook and enthusiastic

How will you be supported in your role?

- You will be supported by the Combat Isolation team and you will also receive one to one and group based support
- You will receive relevant training and induction for the role

- Travel expenses to and from the client's home

Benefits to you as volunteer

- Enhance CV
- Learn new skills
- Meet new people
- Build confidence and self esteem
- Give back to local community

For more information please contact us on 0151 330 5678

or email the Combat Isolation Team Leader:

holly.mannion@ageconcernliverpoolandsefton.org.uk