



Befriender – Role Description

The Befriending Service is a vital role that provides some company for people who are isolated in their own homes.

Role:

To provide social support through befriending.

To create a meaningful connection with those in the community who wish to improve their self-confidence, emotional health, and well-being.

To reduce social isolation and loneliness.

Responsibilities:

- To respect and work collaboratively with those you have been matched, building a relationship of support and trust.
- To provide some companionship and empowerment to the person you are matched with, delivering a positive experience of befriending.
- To liaise with the Feelgood Factory regularly, providing reports, claiming any expenses promptly, and accessing support or guidance when needed.
- To uphold the Feelgood Factory's core principles, vision, culture, and values. Abiding by the policies and procedures as covered in befriender training and handbook provided.
- To adhere to boundaries and the limitations of the role, acknowledging when staff involvement is required or signposting to relevant services or external support to protect the service users' well-being.

Personal skills and qualities

- To be reliable and have a genuine interest in the desire to make a difference in the lives of people.
- Strong communication skills and social confidence.
- Commitment to protecting the reputation of the organisation.
- Patience and a warm and friendly attitude.
- Ability to establish trust with a service user and respect confidentiality procedure while following the safeguarding procedure.
- To provide an equal opportunity for participation, avoiding discrimination or bias, by
- Allowing choice and empowering your match to advocate for their wants or needs from befriending provision.

Training and Support

- You will be required to attend the Befriending Induction training to develop skills and knowledge for the role and attend a post-training interview to reflect on learning and highlight any gaps or concerns you may have.
- Befrienders are required to report for 1:1 Support and Supervision sessions with a member of staff.
- Regular reviews will occur to address any areas of improvement within the project.
- Regular newsletters, updates and news from the Feelgood Factory will be circulated to you by email.
- Provision of expenses to reimburse mileage or transport costs.
- Networking with other Befrienders to allow for peer support, shared experience and peer learning will be arranged quarterly.

Additional Information

Due to the vulnerable nature of the people we support, we will require two references and a successful disclosure check. Further details will be discussed with you during recruitment.