

## Befriending Volunteer

### Role Description

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#### Time Commitment

One hour every week, fortnight, or month at a time that suits you and the client. You can choose to support a client for either six months, a year or on an ongoing basis.



#### Location

At the client's home, in a community location, or over a telephone call.

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### What is Befriending?

Befriending Volunteers provide conversation to individuals who live alone and may otherwise go days without seeing another person. Our volunteers stay in touch with regular visits and sometimes phone calls, making sure their clients feel connected and engaged. They build this connection by sharing moments by chatting, going for a walk, playing board games, listening to music, watching YouTube videos, drawing, knitting, or working on puzzles together. We carefully match our volunteers with clients who share similar interests to ensure a good fit.

Our clients are residents of Merton who are either housebound, live alone, or have long-term health conditions. Each client is thoroughly assessed by our Befriending team through an initial phone call, a basic needs assessment, and a home visit.

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### Your Responsibilities

There are many ways you can choose to befriend a client in your local community. On your application form, you can pick which option you would prefer.

- Visit a client in their own home or call them for a catch-up.
- Visit a client in their own home and help read their post to them.
- Visit a client and help maintain their garden or pick up essential shopping items.
- Visit a client in a community location in Merton.

#### We require all volunteers to:

- Submit monthly feedback to keep us updated on your visits or phone calls. You can do this quickly over a 10-minute phone call with your designated point of contact or through an online feedback form.
  - Liaise with the Befriending Team by reporting problems and asking for support when needed.
  - Follow our policies and procedures, attend relevant training sessions, and maintain appropriate boundaries.
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## Qualities We Value

- At ease in talking and actively listening to others.
- Can provide a supportive, reliable, and non-judgemental relationship.
- Makes everyone feel welcome, no matter their background.
- Adapts easily to changes, different tasks, and asks for help when needed.
- Understands how others feel, especially in tough situations.

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## What You Gain

- Apply or develop your existing skills and experience.
- Access over 150+ optional eLearning-certified training courses.
- Invited to volunteer socials throughout the year.
- Support a local charity in Merton.
- Enhance your CV or UCAS application.

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## How We Support You

To make sure that you're supported and confident in your role, you will be assigned a Wimbledon Guild staff member, whom you can contact if you have any questions, concerns, or suggestions. At your induction, you will be given the information, training, and resources you need to carry out your volunteer role.

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## Claiming Expenses

We will reimburse you for reasonable out-of-pocket travel expenses. All expenses must be agreed upon and signed off by the Befriending team. We will only reimburse you for the amount agreed and payment will be made by bank transfer.

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## Age Requirement

This role is open to anyone aged 18 years and over.

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## DBS Checks

We ask all our volunteers to complete a Basic DBS or Enhanced DBS check.

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## Application Process

If you are interested in the role, we would love to hear from you and we welcome volunteers from all backgrounds and communities. You can either complete our [online application form](#) or complete the form with a member of the Volunteer Programme team. For more information, you can call 020 8946 0735 or email [volunteer@wimbledonguild.co.uk](mailto:volunteer@wimbledonguild.co.uk).