

Befriending Service Role Description

Volunteer Befriender – Role Description

Role Purpose

The Volunteer Befriender role exists to provide companionship and social connection to people living with dementia. By offering regular, friendly contact, the befriender helps reduce loneliness and isolation and supports individuals to feel valued, listened to, and more connected to their community.

Befriending may involve conversation, shared activities, or outings, depending on the individual's interests, abilities, and preferences.

About the Service

The Befriending Service is a volunteer-led service that supports people living with dementia to enjoy meaningful social interaction and maintain their quality of life. The service focuses on emotional wellbeing, inclusion, and person-centred support rather than providing personal or regulated care. Volunteers are supported and coordinated by the Dementia Befriending Coordinator.

Key Responsibilities

As a Volunteer Befriender, you will:

- Offer companionship through regular visits or agreed contact
- Spend time talking, listening, and engaging in activities chosen by the person you are supporting
- Encourage social interaction and meaningful engagement
- Respect the individual's choices, dignity, and independence
- Follow agreed boundaries and guidance for a non-care, volunteer role
- Communicate with the Dementia Befriending Coordinator about visits, feedback, or concerns
- Maintain confidentiality and act in line with organisational values and policies

What the Role Does Not Include

- Providing personal or intimate care
- Carrying out regulated care tasks
- Providing medical advice or treatment

Time Commitment

- Befriending usually takes place Monday to Friday between 10am and 4pm
- Visit frequency and duration are agreed in advance and depend on volunteer availability
- Some flexibility may be possible

Support and Supervision

Volunteers will receive:

- An induction to the organisation and befriending role
- Ongoing support and supervision from the Dementia Befriending Coordinator
- Regular check-ins to ensure they feel confident and supported

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- Opportunities to give feedback on the service

Who This Role Is For

This role is suitable for people who are:

- Friendly, reliable, and compassionate
- Good listeners who enjoy spending time with others
- Respectful of individual differences and life experiences
- Comfortable working as part of a volunteer-led service with professional coordination

No formal qualifications are required.

What You'll Gain

- The opportunity to make a meaningful difference in someone's life
- Experience of supporting people living with dementia
- Ongoing support and guidance
- A chance to be part of a welcoming and inclusive community