



**VOLUNTEER APPLICATION
PACK**



A Charitable Company Limited by Guarantee.
Registered in London

Company Number: 4657449 Registered Charity: 1099403

Tower Hamlets Friends and Neighbours

Application Process

1. Once you have complete and returned the application form, you will be invited to meet the Chief Executive the CEO for an informal discussion about your application and volunteering at THFN;
2. Should both parties decide they want to proceed, you will be required to complete a DBS form and return with a £20 deposit which is returned if you complete the six months commitment required as a befriender with THFN;
Please note the DBS is sent to the local authority and can take up to three months to be approved;
3. You are then invited for an induction at our offices in Bethnal Green, which will take a maximum of two hours. This will cover issues such as safeguarding, lone working etc;
4. Volunteers are required to shadow staff befrienders on home visits to service users. This gives volunteers an insight into the way we work, and what is expected from you. We ask potential volunteers to make themselves available for at least half a day although this can also be covered by two-hour visits on separate days. These visits take place during the day during the week.
5. Once the DBS is approved, you will be introduced to a client by a member of staff and accompanied by them for the introduction. We try to match people in terms of geography, interests, language but this isn't always possible.
6. You are then allocated a mentor, an experienced member of staff, who you can call for advice and support as you require.
7. Following a successful probation period, during which time we speak to the service user and you to see how it is going, you are confirmed as a volunteer.
8. You are invited to ongoing training which we hope you will attend;

THFN have a staff/volunteer facebook page to share photographs, stories and for you to ask questions.

Role Description for Volunteer Befrienders

Purpose

Tower Hamlets Friends and Neighbours (THFN) is an independent charity with over 70 years experience of working within the Borough.

Volunteer Befrienders give their time, companionship and an agreed level of support to isolated and housebound older people in the community in order to enhance their quality of life, promote their wellbeing and increase their independence. They also get to make a new friend.

Main Tasks

- 1 Provide a befriending service to frail, housebound or socially isolated older people through regular home visits.
- 2 Accompany people on occasional medical appointments or take them on short walks or outings.
- 3 Maintain regular phone contact with a client, particularly if visits are not possible.
- 4 Carry out a number of practical household tasks for users such as reading letters or collecting a prescription.
- 5 Provide information about and signpost users to services which are beneficial to clients.
- 6 Where necessary, make appointments, e.g. with the GP, on the client's behalf and with their understanding and consent.
- 7 Escort clients on outings organised by THFN. The Operations Manager will advise where and when this is possible and appropriate training will be provided.
- 8 Participate in training and attend meetings and undertake supervision as directed by the Services Manager.
- 9 Keep simple, up-to-date records e.g. record the number visits made and submit these to THFN on a quarterly basis.
- 10 Report back to the Operations Manager on progress of visits, including raising any concerns in a timely manner, e.g. regarding health and safety and safeguarding.
- 11 Have a clear understanding of and adhere to all THFN Volunteer policies and procedures, e.g. , Equal Opportunities, Health & Safety, Confidentiality, claiming of expenses etc.

Person Specification for Volunteer Befrienders

Personal Qualities

- A commitment to Tower Hamlets Friends and Neighbours
- Respect for individuals and confidentiality issues
- A willingness to learn and develop
- Ability to operate within boundaries
- Friendly and empathetic - a good listener
- A reliable team member who can operate autonomously and keep commitments and appointments

Monitoring

Visit record sheets are required quarterly and volunteer appraisals are held annually.

Language Skills

Good spoken and written English is essential. As THFN supports a wide-ranging demographic within the Borough, other languages are desirable too.

Availability

Available for at least 1 hour per week (this excludes travel time). We ask for a commitment of at least 6 months , ideally up to a year.

Area

Whilst we are mainly aiming to recruit volunteers who live in Tower Hamlets, we will consider applicants who live in surrounding boroughs.

Training

Following a standard induction programme, additional training will be provided as appropriate, e.g. first aid, dementia awareness, wheelchair handling

Application Process

Application Form

Interview

Disclosure and Barring Service (DBS) Check

Two references

All THFN volunteers report to and are supervised by the Operations Manager.

St. Margaret's House
21 Old Ford Road
London E2 9PL
TEL: 020 8983 7979