

## Volunteer Role Description

<b>Role Title</b>	Volunteer Befriender with Driving (Extra-Care Housing)
<b>Purpose of the role</b>	Volunteers help to reduce loneliness and enhance the wellbeing of the tenants of extra-care housing developments in Midlothian. Volunteer Befrienders provide a friendly outing on a one-to-one basis e.g. visit to garden centre, cinema or a lunch out
<b>When</b>	A minimum commitment of 2-4 hours a week. Outings can take place at agreed times from Monday-Sunday, during the daytime or evenings.
<b>Tasks to be undertaken</b>	<p>Tasks include:</p> <ul style="list-style-type: none"> <li>• Drive and accompany tenants of extra-care housing, on a one to one basis, on friendly outings</li> <li>• Research appropriate outings, considering accessibility</li> <li>• Provide appropriate feedback to site staff including escalating any concerns or worries</li> <li>• Maintain confidentiality and data handling procedures in accordance with NHS Lothian policies</li> <li>• Actively participate in training and support meetings</li> </ul>
<b>Tasks not to be undertaken</b>	<p>Volunteers do not provide:</p> <ul style="list-style-type: none"> <li>• personal care (toileting, feeding, bathing, providing medication)</li> <li>• support with errands (such as food shopping, collecting prescriptions)</li> <li>• specialised mental health support or counselling</li> </ul>
<b>Skills, Attitudes and Experience needed</b>	<p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Full, clean driving licence</li> <li>• Access to a car that is taxed, insured and MOT, if appropriate</li> <li>• Good listening and communication skills</li> <li>• Comfortable making small talk and starting a conversation</li> <li>• Ability to be empathic, patient, and non-judgemental</li> <li>• Punctual and reliable</li> <li>• A warm, friendly, and professional approach</li> </ul> <p><b>Attitudes</b></p> <ul style="list-style-type: none"> <li>• Respect for confidentiality</li> <li>• Willingness to adhere to the boundaries of the role</li> <li>• Willingness to maintain regular contact with staff on site</li> </ul> <p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• No previous experience is required; full training will be provided</li> </ul>
<b>Support /Supervision</b>	<ul style="list-style-type: none"> <li>• Role-specific training</li> <li>• Site-specific induction</li> <li>• Coordination and support from on-site staff</li> </ul>

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	<ul style="list-style-type: none"> <li>Optional ongoing learning opportunities as part of NHS Lothian volunteer programme</li> </ul>
<b>Expenses</b>	<p>25p per mile travel within Lothian to and from home/ECH, 45p per mile for accompanying tenant on outings</p> <p>Additional agreed out of pocket expenses which are incurred when carrying out this volunteer role will be reimbursed in line with the NHS Lothian volunteer expenses policy and signed off by the VSM.</p> <p>Cost of activities will be covered by the Extra Care Housing Tenant</p>
<b>How to apply / what happens next</b>	Application Pack, Informal interview, Training, Occupational Health Check, References, PVG check
<b>Created, by whom</b>	03/10/2023, Susan Rose, VSM