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| Volunteer Title: Whiteley Homes Trust Friend | Reports To: Care Home Staff and Support Workers |
| Last Updated: February 2017 | Interested email: susan.lewin@whiteleyvillage.org.uk |

Whiteley Village, near Walton on Thames, is set in 225 acres of beautiful Surrey woodland. The Village provides homes to nearly 500 older people of limited means and is managed by The Whiteley Homes Trust (registered charity 1103056). Whiteley Homes Trust Friends are key to the well-being of some of our residents as they help to reduce social isolation and increase wellbeing and ultimately good health by offering regular friendly contact and supporting the Trust's vision: "Living Longer Ageing Well" Please note the role does not involve any personal care, moving and handling or domestic duties nor does it replace any professional paid work.

General Responsibilities:

A Whiteley Friend offers empathetic, reliable and supportive visits to a Whiteley resident. Being a Whiteley Friend can involve a range of different activities. Some residents may just wish to chat over a cup of tea, while others would appreciate being read to, going for a walk, playing cards or visiting a place of interest. As such, we have a wide range of Whiteley Friend roles based all over the Village and you will be matched with a resident whose need for a friend matches the kind of role you would like to undertake.

Key Duties:

- To offer warm, friendly companionship, support and encouragement during each visit
- To visit your resident on a regular basis at a prearranged time.
- To liaise with your Volunteer Supervisor on a regular basis
- If appropriate to attend the monthly Café Society social gathering especially for Whiteley Friends and their residents
- To attend the Trust's half day Befriender Training

Essential Skills:

- To always demonstrate a caring and compassionate attitude
- To be a good listener
- To respect the residents privacy and understand the need for confidentiality
- To be reliable and always inform residents in advance when you are not able to visit

Desired Attributes:

- A desire to work with older people
- Interested in other people

Training and Supervision

- Invitation to a Trust wide general Volunteer Induction
- Invitation to a Whiteley Friend half day training and ongoing training as deemed necessary
- Assigned to a staff supervisor who will offer ongoing support and be a source of reference to you In your role

Rewards

- Opportunity to develop new skills and meet new people
- The knowledge you are making a significant difference to a resident of Whiteley Village
- Whiteley Village can provide a reference to prospective employers
- Invitation to volunteer appreciation events

Volunteer Hours:

This position is of a voluntary nature and your availability for undertaking the role will be agreed in advance with your supervisor and resident. Usually, however, it would comprise a @2-3 hour ongoing weekly or fortnightly commitment