



## Volunteer Role Description

### About Abbey Community Centre

We're an award-winning small community charity established since 1976 helping local people of all ages to come together to enjoy their lives and where they live more by doing so.

We provide a safe and welcoming venue alongside numerous social groups, activities, services, and special events in which the community can develop meaningful social connections and friendships. Local residents access our centre to enjoy socialising; services for their children; to pursue and expand their interests and hobbies; increase their confidence, skills and opportunities; improve their health, fitness and wellbeing; get information or advice; or volunteer to help make their community an even better place to live.

Local people greatly value the centre and it's a fun place to volunteer, especially if you thrive on variety and being kept busy!

<b>Role title</b>	<b>(Covid-response) Telephone Befriender Volunteer</b>
<b>Purpose</b>	To make an amazing difference in someone's life through being a friendly voice connecting them with the outside world, reducing isolation and loneliness and bringing a much-needed smile to their day
<b>What you will gain as a volunteer</b>	<ul style="list-style-type: none"> <li>You'll be part of a wonderful team, valued for who you are</li> <li>Meeting new people from the comfort of your own home</li> <li>Making friends and learning communication skills at the same time</li> <li>Feeling the reward of helping someone in need</li> <li>Contributing to the greater good of your community</li> </ul>
<b>Reporting to</b>	Kilburn Good Neighbours Lead (KGN)
<b>What your volunteering entails</b>	<p>Working alongside and supported by the KGN Lead you'll be matched with suitable members in need of support. You will be:</p> <ul style="list-style-type: none"> <li>Building a long-term relationship with your member(s)</li> <li>A warm, friendly link to the outside world</li> <li>Connecting with your Member(s) at least once a week by telephone</li> <li>Ensuring the long-term relationship works well for both of you</li> <li>Working independently and unsupervised after matching (with support from the KGN Lead)</li> <li>Chatting about your member's interests, hobbies, and life in general</li> <li>Keeping up to date on the topics your member enjoys talking about</li> <li>Referring any additional needs your member may have to the KGN Lead for further action</li> <li>Maintaining good boundaries</li> <li>Going the extra mile when needed, i.e. support with shopping etc. is optional and decided on a case-by-case basis, usually referred to the KGN Lead in the first instance</li> </ul>
<b>Your personal attributes</b>	<p>You are the type of person who is:</p> <ul style="list-style-type: none"> <li>Reliable, dependable, and great at timekeeping</li> <li>Non-judgmental, patient with a good sense of humour!</li> <li>Open-minded, respectful, and compassionate</li> <li>A great listener who also knows when to talk</li> <li>An excellent communicator who knows their boundaries</li> </ul>



# Abbey Community Centre

*socialise - energise - get wise*



<b>Time commitment</b>	A minimum of 1 hour per week for at least 6 -12 months (depending on what you and your member agree)
<b>Training &amp; Requirements you'll need to fulfil</b>	Before being matched, all volunteers are required to undergo: <ul style="list-style-type: none"><li>• Induction with their manager</li><li>• DBS Check (dependant on the role)</li><li>• Reference checks</li><li>• Any other training relevant to the role</li><li>• Attend meetings and supervisions as required</li></ul>
<b>Expenses we'll pay</b>	All reasonable expenses directly related to fulfilling the role will be reimbursed in line with our Volunteer Policy
<b>Location</b>	Volunteer From Home – Remote role
<b>Other</b>	No prior experience is necessary as training will be given References will be provided for volunteers who have supported us continuously for 6 months or more

## Feeling inspired to join our team?

**Return your completed Volunteer Application form to:**

**[vol-ops@abbeycc-kilburn.org.uk](mailto:vol-ops@abbeycc-kilburn.org.uk)**