

THE BUREAU

BEFRIENDING VOLUNTEER

2025/2026
VOLUNTEER
PROSPECTUS

BEFRIENDING VOLUNTEER

Being a Befriender in your community

Life can be lonely sometimes – most people have experienced feeling alone at some point in their lives.

The Befriending Service aims to reduce the stress of loneliness and isolation, increase peoples' confidence, and enable them to maintain their independence.

What will I do?

As a Befriender you are offering a friendly face to people who feel isolated and lonely or might struggle to participate in community life. Building up a professional and trusting relationship, working in a friendly manner and being supportive and positive are key requirements.

- Provide support through developing a trusting relationship
- To listen to and engage in conversations
- Take part in activities that are mutually agreed upon with client
- Work towards building self-belief and confidence
- Help clients discover/rediscover clients past interests and hobbies
- Establish and maintain boundaries
- Volunteers must adhere to The Bureau's policies and procedures
- Maintain regular communication with The Befriending Coordinator

Where will I be?

In the client's home and other mutually agreed locations e.g., cafes, parks, garden centres

What we can offer you

All volunteers will be provided with welcome and induction training covering confidentiality, boundaries, expectations and safeguarding. Additional training is available.

Ongoing support from The Befriending Coordinators is provided.

How much time is needed of me?

Minimum one hour per week in order to build up a friendship, volunteers are welcome to befriend more than one client at a time if they have the time to give.

For further details or to apply, please contact 01457 865722 or befriending@the-bureau.org.uk



Faith and Liv

Befriending Coordinators

As the Befriending Coordinators, Faith and Liv oversees the recruitment and training of volunteers for The Befriending Project and the matching of clients with volunteers. Faith is responsible for the continued monitoring of the project and making sure clients and volunteers are happy and supported.

If you need to contact Faith or Liv, you can call the office on 01457 865722, or email Befriending@the-bureau.org.uk

"When I've had a rubbish week - she cheers me right up. It's lovely how it goes both ways!"

Befriending Volunteer

"The befriender has been a huge help, I got on really well with the person I've been matched with. I really look forward to being able to meet in person, along with a mixture of calls in between times."

Befriending Client

"I get on well with my befriender, we chat about 'anything and everything' and have very similar world views."

Befriending Client

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