**Kincardine & Deeside Befriending**



Registered Charity No. SC032594

**Application Pack**

**Volunteer Befriender (Deeside)**

Contained within this pack you will find:

* Cover letter
* Befriender registration form
* Role description
* Person specification
* Information about disclosure checks
* Privacy Statement

Kincardine & Deeside Befriending



3 Station Road, Banchory, AB31 5XX

Tel 01330 823368

Email: info@kdbefriending.org.uk

Website: www.kdbefriending.org.uk

Dear prospective volunteer

Thank you for your interest in volunteering with K & D Befriending as a volunteer befriender.

If you would like to take your interest further and join our team of befrienders, we would be very grateful if you could fill in the attached Befriender Registration Form and return it to the above address or electronically to info@kdbefriending.org.uk .

Once we have received your completed Registration Form a coordinator will get in touch with you to arrange a date for an informal interview and disclosure check.

To assist us with the disclosure check, please ensure that you bring the relevant documents along to the informal interview. These documents are outlined in the page titled ‘Information about Disclosure Checks’ which is included in this Pack.

If you have any queries on this process or would like to learn more about us as a charity please do not hesitate to give us a call and we will be happy to answer any questions you may have.

We look forward to hearing from you.

Kind regards

Kincardine & Deeside Befriending

Registered in Scotland as a Charity No. SC032594

A Member of Befriending Network (Scotland)

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A Member of Befriending Network

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| Kincardine & Deeside Befriending | 3 Station Road, Banchory, AB31 5XX**Tel (01330) 823368****Email: info@kdbefriending.org.uk****Website: www.kdbefriending.org.uk** |

BEFRIENDER REGISTRATION FORM (CONFIDENTIAL)

Many of the questions on this form are to help us match your experience and interests

with the needs of the clients

|  |  |
| --- | --- |
| Full name of befriender:  | Title:  |
| Address: Postcode:  |
| Home telephone number: Mobile telephone number: Email address:  |
| Date of birth:  |
| Best time to contact you:  |
| Where did you hear about K & D Befriending? (please highlight)Display / Leaflet or poster / Talk / Word of mouth / Facebook /Other  |

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| --- |
| Past/Present employment/occupation:  |
| Relevant experience and training (especially in voluntary work) |
| Personal Background: |
| Hobbies and Interests: |
| Health (Are there any points we should note?) |
| Transport Details: Do you hold a current drivers licence? YES / NO  Do you have the use of a car? YES / NO Please state the area you are willing to visit, e.g. Banchory, anywhere in Deeside:I agree to notify my insurance company regarding the use of my car in a voluntary capacity. |
| Generally, befrienders visit once a week or fortnightly. There may be times you are not available. Please specify:

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|   | Mon | Tue | Wed | Thu | Fri | Sat | Sun |  |
| morning |   |   |   |   |   |   |   |  ✓= Preferred times |
| afternoon |   |   |   |   |   |   |   |  X = Not available |
| evening |   |   |   |   |   |   |   |  |

Please state how often you are prepared to visit: Weekly / fortnightly Our introductory training is a home study course followed up with meeting a coordinator  |

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| **Matching Preferences:**  |
| **Please complete the following sections to indicate any preferences you have about the type of person you might befriend (please delete / highlight / amend as appropriate)** |
|  Man / woman / no preference Smoker / Non-smoker / either |
| Would you be happy to consider befriending someone who has: Hearing difficulties YES / NO Visual impairment YES / NO  Learning difficulties YES / NO  Physical disabilities YES / NO  Mental health problems YES / NO Dementia YES / NO |
| If you have the use of a car: Are you willing to carry a passenger (s) YES / NO Could you transport a: Wheelchair YES / NOZimmer frame YES / NO |
| Would you feel able to take someone out : For a walk YES / NO In a wheelchair YES / NO  Using a walking frame YES / NO |
| Would you be happy to visit the home of the owner of: Cat(s) Dog(s) Other (please specify) |
| Are there any other comments you feel would be helpful to a coordinator when considering a match between yourself and a client? |

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| You will understand that the people who benefit from volunteer help are, in some ways, vulnerable. In recruiting volunteers we have an obligation to protect these people and our volunteers. For this reason we ask you to give details of two people who are willing to act as referees. One referee should be your present or most recent employer (if within 5 years) or other professional person. One of the referees must have known you for a minimum of 2 years. Family members should not be given as a referee.Please complete fully and clearly. |
| First Referee: | Second Referee: |
| Full name: | Full name: |
| Address: | Address: |
| Post Code:  | Post Code: |
| Tel nos: | Tel nos: |
| Email address: | Email address: |
| Occupation: | Occupation:  |
| For office use: |
| **Kincardine & Deeside Befriending (K&DB) takes your privacy seriously and this includes care for your personal information.****We have a Data Protection Policy which is GDPR compliant and is available on our website.** |
| **Consents** |
| Please tick this box to confirm you have received a copy of the Privacy Statement (included in this Application Pack) and know how to access the K&DB Data Protection Policy. |
| The terms of K&DB’s constitution states that *‘members will include volunteers and service* *users of the project’*. Membership is free. As a member you will receive the Annual Report and Accounts, be entitled to vote at the Annual General Meeting (AGM) and to stand for election on the Management Committee. You will receive notice of the AGM.From time to time you will also receive news of what is happening within the charity or to inform you of events.Please tick this box to indicate your consent to being included in the membership of K&DB and to being included in our mailing list.  |
| Our preferred means of communication is by email. If you would rather receive mailings by post, please tick here. |
| In line with our Data Protection Policy you can ask to be removed from the mailing list at any time. |
| Please tick this box to confirm you are aware you should contact our Senior Coordinator should you wish to complain about the service provided by K&DB. |
| From time to time we may use photographs of clients and volunteers to promote the work of K&DB. Please tick this box if you consent to having your photograph used for this purpose. |
| Signature: ………………………………………….....…. Date: ……………...........……………….. (volunteer) |

**Kincardine & Deeside Befriending**

**Role Description – Volunteer Befriender (unpaid)**

Kincardine & Deeside Befriending is a voluntary organisation established to provide social contact for older people living independently or with some support in the community.

**Role Title**

Volunteer Befriender

**Location**

The volunteer will be expected to visit a client within an agreed distance from home and take a client out if appropriate.

**Hours**

Hours are flexible but agreed to suit both volunteer and client. Significant changes should be discussed with the coordinator.

**Expenses**

*Travelling expenses*

1. Car use: A volunteer is entitled to claim a mileage allowance for the trip to and from the befriendee’s home and for an outing together of up to 40 miles. It is expected however that longer trips of 40 miles would not be carried out for every visit and local amenities should be considered. Claims for longer trips should be agreed in advance with the coordinator.
2. Bus: A volunteer may reclaim bus fares to and from the befriendee’s home, subject to submission of receipts.
3. Other forms of travel costs should be discussed with the coordinator in advance.

*Other expenses*

1. If a volunteer takes a befriendee out for light refreshments (e.g.tea/coffee and scone) both parties should pay for their own. A volunteer may reclaim their own reasonable costs. K & D B is not able to meet costs for meals.

**Purpose of Role**

To befriend an older person (55+) in the Kincardine or Deeside area.

**Reporting Relationships**

The volunteer will report to their area coordinator.

**The role of a befriender**

All volunteers will be expected:

* To actively participate in the training and preparation to become a befriender
* To meet with befriendee(s) as agreed and to maintain confidentiality
* To work within the policy and practice framework of K&DB
* To attend training and support meetings
* To maintain appropriate boundaries within the befriending relationship
* To be reliable and fulfill their befriending agreement
* Not to engage in any activity which requires specialist training or qualifications not held
* To consult/alert the coordinator about any problems or about issues as they arise
* To complete any paperwork required by the K&DB and to claim expenses only as agreed
1. To give reasonable notice before leaving K&DB and an established ‘friendship’

The activity of a volunteer will vary according to the specific needs of each befriendee but could include:

1. A home visit – for chat over coffee, to play scrabble, to share an interest
2. Accompanying your befriendee on a walk, shopping, to the library or other outing
3. Sharing a hobby or interest with your befriendee e.g., going bowling, visiting art galleries
4. Taking your befriendee out for a car ride, for coffee or lunch
5. Driving a befriendee with mobility problems to somewhere they can access a wheelchair to enable them to look around with your help
6. Giving a befriendee with limited sight or dementia the chance to go for a walk

Volunteers will be trained and supported to work within “boundaries” to protect their befriendee and themselves. Certain activities will fall outwith the role of befriender and should not be carried out by the befriender during visits or outings. If volunteers are unsure if any activity lies outwith their role they should discuss this with their area coordinator before carrying it out.

The following would be examples where volunteers should not facilitate an activity:

* Volunteers will not accept monetary gifts from clients and should not be involved in monetary transactions for their befriendee.
* Volunteers will not participate in the administration of any prescription medication to the befriendee.
* Volunteers should not partake of alcohol or any recreational drugs while with their befriendee.

**PERSON SPECIFICATION**

**Volunteer Befriender**

|  |  |  |
| --- | --- | --- |
| REQUIREMENTS | ESSENTIAL | DESIRABLE |
|  |  |  |
| **Qualifications** |  |  |
| Basic literacy & numeracy skills | Yes |  |
| Ability to travel independently to a client’s home. | Yes |  |
| Driving licence and use of car |  | Yes |
| Be aged 18 yrs or over(For insurance purposes) | Yes |  |
| Ability to communicate effectively & tactfully on a one-to-one basis | Yes |  |
| Good interpersonal skills |  | Yes |
| **Experience** |  |  |
| Personal experience of supporting an older person |  | Yes |
| Some general experience with older people eg., relatives, friends | Yes |  |
| **Knowledge, Skills & Attributes** |  |  |
| Some understanding of social issues affecting older people | Yes |  |
| Have interests or hobbies to share/discuss |  | Yes |
| **Personal Qualities** |  |  |
| Personal confidence  |  | Yes |
| Ability to remain calm in an emergency | Yes |  |
| Patience and understanding | Yes |  |



**PRIVACY STATEMENT**

**Kincardine and Deeside Befriending**

Kincardine and Deeside Befriending takes your privacy seriously and this includes care for your personal information. This statement sets out how any personal information we collect from you, or that you provide to us, will be processed.

**What information do we hold?**

For Clients and Volunteers

We have information that you have given us. This may have come from forms filled in with discussion with you at registration, or when corresponding with us by telephone, letter or email. This information may include your name, postal address, telephone number, date of birth, email address and personal description (for example details of mobility or significant health issues which may impact on befriending needs).

We may also receive information from other sources, such as a person who has referred someone to Kincardine and Deeside Befriending for a befriender.

For Staff

We have information that you have given us at the time of application and appointment This information will include your name, postal address, telephone number, date of birth, email address and bank account details. These details will be used to allow us to comply with employment regulations.

**How will we use your information?**

* We will use your personal information to facilitate our befriending service in a smooth and efficient manner. By collecting information, we can maintain accurate and up to date records for our clients, volunteers (including Management Committee members) and employees.
* We will keep your personal data safe using reasonable security safeguards as highlighted in our Data Protection Policy and our Confidentiality Guidelines.
* We will not pass on your personal data to any third parties beyond that which is required for the befriending service or for a legal obligation.
* We value feedback in order to increase the impact we make and improve the befriending service we provide. One of the ways we collect feedback is by gathering at least annual feedback from clients, volunteers and possibly referrers or carers. This data is anonymised in all public reporting, unless specific consent has been sought from yourself.
* Being able to keep in touch with clients and volunteers is important to us for smooth delivery of the befriending service and so we can update any changes. We will seek your consent before adding you to any mailing list.

**Where do we store your personal information?**

* We are committed to holding your personal information securely.
* We may store your information on paper, on a computer or both.
* Any paper files that hold personal information are kept on secure premises in locked filing cabinets. All computers that store any personal information are password protected. Only staff can access these.

**How long do we keep your personal information?**

We will securely store your personal information while you are in receipt of our befriending service or are a volunteer befriender. When clients or volunteers are no longer involved in the befriending service we will archive their records securely for 5 years before deleting any personal information about the individual. For staff this will be for 7 years. This is in line with our Data Protection Policy which can be viewed on the charity website at [www.kdbefriending.org.uk](http://www.kdbefriending.org.uk)

**What is Our Legal Basis for Processing Your Data?**

Our legal basis for processing personal data is different depending upon the purpose it was collected for. The following list covers the main types of data which we hold:

* Records from clients and volunteers are held to allow us to fulfil our legitimate interests as a charity facilitating a befriending service.
* We are obliged to hold data to meet certain external requirements. For example, to comply with Disclosure guidelines for the protection of protected adults we will screen all volunteers and staff.
* Some of your records may be held with your consent. For example, we will ask you if you are willing to be added to the Kincardine and Deeside Befriending mailing list. Where we choose to hold such information with your consent, we will notify you when the information is collected. We will also inform you how you can withdraw your consent if you wish to do so.
* We are obliged to collect and process certain data to meet contractual obligations, for example in relation to employees, to meet the needs of payroll and pension providers, and tax authorities.

**Your Rights**

Under UK legislation you have several rights about how your data is processed. Full details of your personal rights can be found on the Information Commissioner’s Office website – <https://ico.org.uk/>

Your rights include the right to:

* request access to the data we hold about you,
* have inaccurate and incomplete data rectified,
* have the personal data we hold on you deleted (except where we are required to hold the data by law).

If you have any questions, comments or requests regarding this privacy statement please email info@kdbefriending.co.uk or write to us at

Kincardine and Deeside Befriending

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