

Volunteer Befriender Role Description

North London Hospice purpose

North London Hospice is a registered charity that has been caring for local people since 1984. We are committed to empowering patients with life limiting illnesses, supporting them to achieve the best quality of life possible. As well as our inpatient unit at Woodside Avenue, we work within the wider community including our Outpatient and Wellbeing services; our support to patients in their own homes; our Community Specialist Palliative Care services; and our Patient and Family Support teams, providing emotional and practical support to patients, their families and carers. The IPU provides 24-hour Specialist Palliative Care. It offers short-term admissions to address complex needs and / or care in the last days of life. Our aim is to help patients maintain their independence and dignity in a warm and supportive environment. Support is also provided for the patient's family, carers and friends.

Where is the role based?

Befriender Volunteers work in the work in the Inpatient Unit (IPU) at our Head Office building in Finchley. The location details are at the following link: <https://northlondonhospice.org/contact-us/north-londonhospice-finchley/>

What does the role entail?

The Befriender volunteer provides vital social and emotional support to patients, or community members by offering companionship, conversation, and shared activities, the befriender helps improve emotional well-being, reduces feelings of isolation, and enhances quality of life. This role ensures that every individual feels seen, valued, and connected.

- Spend scheduled time with patients, and individuals to provide companionship and emotional support.
- Engage in meaningful conversations, listening and responding empathetically.
- Facilitate involvement in activities that the patient enjoys, such as reading, watching TV, or playing games, if they wish to participate
- Observing and reporting any behavioural changes or concerns to staff.

This role would suit someone who...

- Has a safe and confident approach to supporting patients at the end of life and is able to handle sensitive and emotionally challenging situations.
- Is reliable and punctual, with a flexible attitude to supporting our patients and families.
- Has a friendly, respectful manner, representing North London Hospice with warmth and professionalism when dealing with patients, families and colleagues.
- Has team spirit, with the ability to work independently and a willingness to support others.
- Ideally has some experience or volunteer experience in a similar role, but not necessary.
- Holds our hospice values at heart – compassionate, open, respectful, empowering, and collaborative – and a belief in the power of volunteering to make a difference.

Opportunities and benefits

- Opportunity to meet new people and be part of a supportive team.
- Full induction and opportunities for excellent training and developing new skills.
- Chance to gain experience of working in a healthcare setting, enhancing your CV.
- Ability to make a positive difference to peoples' lives, contributing to North London Hospice's work in providing the best of life, at the end of life, for everyone.

Time expectation

Flexible – volunteers are asked to commit to a regular schedule where possible, this role is looking for volunteers who are able to attend during our reception opening hours between 8am and 6pm.

Training

- Initial mandatory training when you join.
- Refresher training provided periodically.
- Role-specific training on safe handling and procedures.
- An individual support plan will be created to ensure your safety and comfort in the role.

What else do you need to know?

- You must be 18 or over to apply for this role.
- You will complete an online volunteer application form, and we will need to see a form of ID before you get started.
- At North London Hospice we strive to continuously demonstrate our values. These values are embedded in our recruitment and selection process, and we are fully committed to equality, diversity and inclusion in both our workforce and within our culture.
- You will represent North London Hospice values: compassion, openness, respect, empowerment, and collaboration.
- You'll be supported by a named line manager who will help guide your journey.

Equal opportunities

North London Hospice is an equal opportunities employer. We value diversity, and we acknowledge that we currently have an underrepresentation from Black, Asian and Minority Ethnic people. North London Hospice role opportunities are open to all, and we welcome applications from all suitably qualified persons regardless of their race, sex, disability, religion/belief, sexual orientation or age.

To apply:

[Click here to complete our online volunteer application form for our Inpatient Unit roles](#)

**For further information,
please contact the volunteer team:**

volunteer@northlondonhospice.co.uk