

### **Befriending Service Set-up Training**

This training for those is specifically designed for those who are in the process of, or interested in, setting up a befriending service in Ireland. It covers all of the areas that need to be considered and worked on before a befriending service gets up and running. After attending this training, attendees will:

- Know what you need to consider before setting-up a service
- Be able to identify what kind of befriending and related services operate in Ireland
- Know what costs are involved in running a befriending service
- Understand sustainability and ways you can fund your service
- Be able to identify ways to create a brand for your service
- List the key policies and paperwork needed for your service
- Know the recommended staffing structure of a befriending service
- Be able to identify the key legal requirements needed for your service
- Have an understanding of a basic office and IT set-up for your service

### **Befriending Coordination Training**

Befriending Coordination Training covers all aspects of coordinating a befriending service. This training is an ideal follow on from Service Set up training for services who are just starting up. This training is also suitable for established services that would like a refresher or advice on Befriending Coordination. After attending this training, attendees will:

- Know methods and steps to source and recruit befrienders
- Be able to list referral sources and ways to generate referrals to your service
- Know methods to successfully assess a befriender for your service
- Understand matching and how to go about setting up befriending matches
- Know how to support befrienders and befriendees in befriending relationships
- Be able to list ways to manage risk and to safeguard befriendees and befrienders
- Know typical ways to store service information and data

### **Support and Case Management Training**

This training provides a framework for Support and Case Management. This training is ideal for organisations who work with older people or with individuals with additional support needs. This training is modelled on the Support Coordination service that ALONE provides to older people both in housing and in the community. After attending this training, attendees will:

- Know techniques to identify the issue(s) a person presents with
- Have an understanding of the different support work levels
- Understand comprehensive assessments and techniques
- Know what steps to take post assessment
- Understand the case noting system and know how to write case notes
- Gain an understanding of Support Plan Objectives
- Know ways to advocate for a person you are supporting
- Gain an understanding of gaps and blocks in support and case management

### **Learn How to Train your Befrienders: A Train the Trainer Course**

This training course is designed specifically for services who are looking to create their own core befriender training to their befrienders. This training takes the stress out of knowing what to train befrienders on and how to create a comprehensive training course to best prepare befrienders in their roles. After attending this training, attendees will:

- Be able to identify topics need to be covered in core befriender training
- List and discuss what training methods are most suitable for befriender training
- Know how to structure a training session for befriender training
- Be able to explain learning styles and how to cater to all learning styles in befriender training
- Know assessment and evaluation techniques suitable for befriender training
- Be able to manage diversity in befriender training
- Be able to identify training materials useful for befriender training
- Know methods to refresh befrienders in befriender training over the longer term

## **Befriender Training**

This is ideal an ideal form of support for services who would like to ALONE to train their befrienders. In this training all of the essential areas to support a befriender in advance of their role are covered. The training is also adapted to suit each service providing telephone/visitation befriending services. After attending this training, attendees will be able to:

- Describe what befriending is and the befriending role
- Provide an overview of the befriending service boundaries and how to manage boundary challenges
- List the communication skills for successful engagement with befriendees
- Outline how confidentiality works in a befriending service
- Know how to manage health and safety for both befriendees and befrienders
- Describe the befriender support network
- Outline how befrienders are linked with befriendees