

**Volunteer Role Profile**

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| **Role title:** | Befriender (In person, face-to-face role) |
| **Name of Project:** | Communities in Mind – Bognor & Chichester |
| **Name of Supervisor:** | Joanna Bulis (Service Manager) or Julia Dendle (Coordinator) |
| **Main purpose:** | As Covid-19 conditions allow and under strict guidelines in accordance with internal and external policies and protocols:   * To support and empower people who may have become isolated, lonely or who have lost confidence due to their poor mental health and wellbeing; to help them to access social support and activities in the community with the aim of improving and maintaining their wellbeing, confidence, independence and self-esteem. * This support will be according to a defined support plan and under a signed scheme agreement with the service user, strictly monitored and supervised by the service manager and coordinator. * It is likely that the role will involve supporting people in their own home, especially initially, while they gain confidence. * Volunteer Befrienders and service users will be carefully matched and monitored within a clear and supportive process. |
| **Location of role:** | In various locations in the Bognor and Chichester areas, as agreed with the volunteer and as required to support the needs of the service user and the organization. |
| **Times/Days volunteer required:** | As mutually agreed, at specific times and duration to take place during the daytime of a standard working week.  Occasional work outside of these hours may be requested, always by mutual agreement. |
| **Responsibilities / Specific tasks:** | Undergo an initial induction and training programme for the role.  Under supervision and monitoring, meet with service users at specified locations, normally their home, on designated occasions.  Engage with the process and work to build a positive relationship with the service user over several supervised visits, eventually moving to unaccompanied visits if appropriate.  Under a signed agreement, commence supporting the service user to achieve specific objectives, as per that individual’s support plan. For example: engage in conversation to increase their confidence and social interaction; to accompany them to the local library and support them to register/familiarize themselves with the library; accompany the service user and support them at one of our in-house activities.  Keep a record, as agreed, of visits, tasks achieved and any issues.  Keep in regular liaison with the supervisor and report IMMEDIATELY any issues or concerns, especially regarding SAFEGUARDING.  Attend and engage with supervision and seek support outside of these occasions, if necessary. |
| **Skills needed:**  **Qualities needed:** | Very good interpersonal and communication skills  Ability to travel independently to different locations  Patience, empathy, a caring nature, being non-judgemental, tolerance, resilience, the ability to remain positive in challenging circumstances, adaptability |
| **Qualifications needed:** | N/A  A knowledge or understanding of mental health issues an advantage |
| **Training provided:** | WSM induction and training relevant to the role, especially concerning: Safeguarding, Health and Safety, Confidentiality, Data Protection and Professional Boundaries, Mental Health Awareness. |
| **DBS check needed (Y or N):** | Yes – enhanced DBS |
| **Benefits to the volunteer:** | Opportunity to use your skills to support people with mental health needs.  Sense of satisfaction from supporting people to improve their wellbeing and live as well as they can in their community.  This experience will be useful for future volunteering or work opportunities.  We will provide constructive feedback and a testimonial/report at the end of your volunteering time with us |
| **Any other info:** | For this role, ideally, we ask for a minimum commitment of 12 months.  The frequency of contacts with the service user will be determined by the individual’s support plan and agreement. It could, for example, mean twice a month for 5 months.  This sort of commitment provides continuity for our service users and supports the staff team and the organization to plan efficiently, enabling us to deliver high quality services. |