

BEFRIENDING SERVICE ROLE DESCRIPTION

Title: Volunteer Befriender -A commitment of 1-2 hours a week for 6 months.

Responsible to: Befriending Support Worker

Volunteer Role: To become part of a successful team of volunteers who befriend people experiencing mental health problems – with the aim of:

- Creating a valued relationship
- Helping to improve self-confidence and independence
- Reducing social isolation by supporting people to access local activities

Areas of responsibility -Essential

1. To attend a Volunteer training session.
2. To agree to meet with the client regularly, usually for one to two hours a week for 6 months in the local community.
3. To agree a range of activities (where appropriate) with your client to reduce social isolation
4. To work with your Befriending Co-ordinator to ensure that the best and most appropriate service is offered to the client.
5. To monitor and feedback regularly on progress, wellbeing and any concerns relating to work with clients.
6. To treat all clients, carers and families with respect and dignity whilst being sensitive to individual customs, values and spiritual beliefs, in line with Bucks Mind's Equal Opportunity Policy
7. To adhere to Buckinghamshire Mind policies and procedures (copies will be given).
8. To be aware of the importance of confidentiality and appropriate boundaries when working with your client, with Bucks Mind staff and with other volunteers.

9. Be prepared to attend additional training courses and 3 monthly Volunteer Development Sessions.

10. To be available for regular reviews of Befriending partnerships.

It is important to understand that there are certain roles that a volunteer must not undertake - these include:

- *counselling and advice work;*
- *any work that is usually done by a skilled professional, e.g. taking responsibility for someone's financial affairs;*
- *physical help of any kind if you have not been trained;*
- *the work of a health care professional.*

Knowledge, skills and abilities - Desirable

- 1 Is able to motivate, encourage and work individually with people to identify potential and support recovery.
- 2 Has knowledge of social and situational factors influencing adults' mental health, recovery and wellbeing.
- 3 Has understanding of, and sensitivity to the needs of people living with mental and emotional problems.
- 4 Has the ability to respond appropriately to people in distress and maintain appropriate boundaries.