

VOLUNTEER BEFRIENDER ROLE

Days and times: Monday-Friday from 9.00-12.00am

Saturday and Sunday from 10.00-12.00pm

Location: 48-52 Allcock Street, Birmingham, B9 4DY

Responsible to: Volunteer Organiser

Duties and responsibilities:

- Volunteer Befrienders will play a key role in engaging with the service users who use our service and provide supportive relationships that will enable vulnerable adults to build self worth, their confidence and skills.
- Volunteers will provide social and emotional support to vulnerable clients
- Through involvement in a wide range of activities, the volunteer may be in a position to support clients to achieve their goals and move forward in a positive manner
- volunteers will be in a position of trust as they build relationships
- to work within and abide by the appropriate boundaries (i.e. confidentiality policy) and safety requirements in the befriending relationship
- Volunteers must respect services users wishes and help them become resourceful and to not make decisions for them and work within a non-discriminatory framework
- Volunteers will also support with making light refreshments for clients and clearing up
- Volunteers may also provide support to staff and partake in any other duties which commensurate with the post

Skills/ Experience/ Knowledge:

- Must be genuine, caring, honest and non-judgmental
- Must be empathetic and have good listening skills
- Must be a great communicator and not impose own views, values and opinions
- Must be approachable and amiable in nature
- Must be able to form a positive, supportive relationship with others
- Must be self-aware and able to reflect on how situations may effect you and service users
- Must be willing to undergo training as a requirement of the post

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Tel: 0121 766 1700 Fax: 0121 771 4666 Email: office@sifafireside.co.uk

Training and development

- You will be required to attend further training and development opportunities to update your skills and experience especially confidentiality and boundaries training.
- You will be provided with on-going support and guidance by an experienced colleague which will enable you to build confidence and experience in this field of work

Other information

- Volunteers ***must*** be willing to commit a 2 hours a week for 6 months regularly to ensure consistency and undergo further training
- As this post requires direct contact with vulnerable adults, a Criminal Records Disclosure will be conducted by SIFA Fireside and references will be chased in advance. Subject to these checks being satisfactory, the potential volunteer will be appointed in the volunteer post

N.B, please note, the volunteer job role will be subject to revisions to meet demands of the business and good practice.