



*'Supporting independence from alcohol and tackling homelessness'*

## VOLUNTEER BEFRIENDER ROLE

Days and times: Monday-Friday from 9.00-11.00am

Saturday and Sunday from 10.00-12.00pm

Responsible to: Volunteer Co-ordinator

### Duties and responsibilities:

- Ø 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.
- Ø Through involvement in a wide range of activities, the volunteer may be in a position to support them to achieve their goals and move forward in a positive manner
- Ø volunteers will be in a position of trust as they build one to one relationships
- Ø to work within and abide by the appropriate boundaries (i.e. confidentiality policy) and safety requirements in the befriending relationship
- Ø 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
- Ø Volunteers may also provide support to staff and partake in any other duties which commensurate with the post

### Skills/ Experience/ Knowledge:

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

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#### **Training and development**

- Ø You will be required to attend further training and development opportunities to update your skills and experience
- Ø 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**

- Ø Volunteers must be willing to commit a few hours a week for 3 months to ensure consistency and undergo further training
- Ø As this post requires direct contact with vulnerable adults, a Criminal Records Disclosure will be conducted by SIFA Fireside. Subject to this 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.

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