

<b>Volunteer Role</b>	Volunteer Befriender
<b>Reporting to</b>	Befriending Service Coordinator / Befriending Manager
<b>Organisation</b>	SERVE
<b>Volunteers subject to a Disclosure &amp; Barring Service (DBS) Check</b>	
<b>Overall Role</b>	Our Volunteer Befrienders are able to offer friendship and support and form a positive one-to-one relationship with vulnerable adults who may be experiencing isolation in their life.
<b>Main Tasks</b>	
<b>Key Responsibilities</b>	<ul style="list-style-type: none"> <li>• Being available to volunteer for a minimum of one hour per week</li> <li>• Building a sensitive and caring relationship with the service user</li> <li>• Spending time with the service user and engaging in activities that are mutually agreed upon (i.e. chatting, playing a board game, watching TV)</li> <li>• Being understanding rather than judgmental about a service user's situation or circumstances</li> <li>• Respecting the confidentiality of service users at all times</li> <li>• Establishing and maintaining appropriate boundaries</li> <li>• Attending induction training and participation in ongoing training activities/networking meetings</li> <li>• Respecting different cultural values and working in a non-discriminatory manner</li> <li>• Meeting the Befriending Coordinator for feedback and support</li> <li>• Informing the Befriending Coordinator of any concerns about the service user</li> </ul>
<b>Person Specification</b>	<ul style="list-style-type: none"> <li>• Ability to commit to the project</li> <li>• Ability to listen to and communicate with service users, other volunteers and staff</li> <li>• To be reliable and keep all commitments or appointments with the service users</li> <li>• Ability to maintain service users confidentiality</li> <li>• Ability to share skills, interests or activities with the service users</li> <li>• To be respectful of the service user's individuality</li> <li>• Awareness and/or understanding of the key issues facing the service user</li> <li>• Prepared to share information</li> </ul>