

# **Befriending Scheme Person Specification for Volunteers**

**Community Care Network**

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# Befriending Scheme Person Specification for Volunteers

This is a list of skills, knowledge and personal qualities which we consider to be essential for the role of Befriender:

## Skills

- Listening skills
- Communication skills
- Ability to relate warmly and sensitively
- Ability to work on own initiative with the guidelines of the scheme
- Ability to keep boundaries
- Ability to ask for help when needed
- Basic literacy skills to keep records of visits

## Knowledge

- Some awareness of health issues
- An understanding of the issue of confidentiality

## Personal Qualities

- Empathy
- Ability to make and develop friendship over time
- Ability to accept the client as they are without discrimination or judgement
- Reliability
- Ability to provide 2 – 3 hours per week
- Willingness to attend training and supervision sessions
- Open minded and willing to learn from the relationship

Please do not be put off if you do not possess all these qualities. Some of the skills and knowledge can be learned during training.

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## Role description for Volunteer

**Responsible to:** The Befriending Scheme Co-ordinator

**Purpose of role:** To maintain a friendly and supportive relationship with people who have requested a befriender.

## Main tasks and responsibilities:

- To take part in the induction and training programme and any additional training events throughout the year
- With the user to familiarise themselves with local services, amenities and places of interest
- For individual befriending, to meet with the users as agreed on a regular basis
- For individual befriending, to take part in appropriate agreed interests and activities, with the service user
- For group befriending, to consult users about common interests
- For group befriending, to co-ordinate group activities
- To relate to the user(s) in a respectful way and to adhere to the Community Care Network equal opportunities policy
- To maintain confidentiality staying within the guidelines of the Community Care Network
- To keep a record of the meetings with the user(s)
- To work on own initiative.
- To follow Community Care Network policies and procedures
- To attend supervision and support sessions and bring any issues of concern to the attention of the Co-ordinator