

## Staying connected and Support for Volunteer Befrienders

**Last updated 21/01/22**

A core part of being a volunteer befriender with seescape is receiving support to enable you to conduct your role effectively. Having informal as well as more formal opportunities for volunteers to discuss their role and duties with the Community Engagement Coordinator is a key part of the volunteering experience, and we request Volunteers actively seek this out.

In addition, it is essential volunteer befrienders de-brief and/or provide a summary to the CEC when each interaction takes place for monitoring and reporting purposes, as well as discuss any matters arising. If the volunteer feels this would be better to do monthly as opposed to weekly, then please make sure you store any records/notes securely.

If there are any causes for concern, safeguarding issues, worries, or any mentions of harm/risk of harm to them or anyone else (see Module 2), please contact the CEC at seescape at the earliest opportunity (i.e., don't wait for next working day), (see contact details at the end). If they are not available ask to speak to another senior member of staff at seescape on 01592 644979.

Volunteering and support sessions are also about making sure you have a good experience, providing motivation as well as opportunity to discuss what is working/not working and can be improved. It's also a key part to offer feedback and reward your achievements.

### **Support sessions are a chance to talk about:**

- You
- The client
- How the match/activity is going
- Wants or needs for further training
- Your role and responsibilities
- Any questions or concerns you may have e.g., safeguarding and other protocols.

You can use the form below to feedback comments, or do it informally via text, phone, email, etc. It will be agreed at the start of befriending how you want to stay connected with seescape. Befriending partnerships are monitored by seescape for up to 12 months, reviews also take place at 3 and 6 months. However, we ask all volunteers to stay in touch out-with these times on an individual basis, using whatever preferred communication methods, e.g., email, phone, text, etc). We recognise things can change also for both the client and volunteers, and if you require more information, please request the 'Managing Endings Sensitively' Document if you don't already have a copy (see contact details at the end).

- Name:

- Role (e.g., Volunteer Befriender, Social Group volunteer, Driver, etc):
- Location of where activity took/takes place:
- Date:
- How long did the activity/involvement take place (include travel time)?
- What did you do?
- Any difficulties arising or issues you need support with?
- When is next activity planned (if arranged)?
- Expenses claimed (please put in mileage claims to the Community Engagement Coordinator every month (contact details below).

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