

Volunteer Befriender Role Description

Role Title	Volunteer Befriender
Responsible to	Community Engagement Coordinator
Where	Via telephone calls at agreed time and day during working hours of Monday-Friday, 9am-5pm. Visits can take place, but this must be agreed in advance by seescape.
Commitment	Variable. Phone calls may take place weekly 30-60 mins each time. Visits will often be longer 1-2 hours once a week or fortnight, either in client's home or out in community venues. We ask Volunteers to be available for an initial 12 weeks (3-month trial period). seescape oversee befriending partnerships for up to 12 months and carry out reviews and regular intervals (3, 6 and 12 months).
Role description	Provide contact and company on a one-to-one basis to client/s registered as Severely Sight Impaired or Sight Impaired. This can take place over the phone, but the option to visit clients at their home, or in community venues, will be discussed at the start so your own preferences are taken account of.
Main tasks	<ul style="list-style-type: none"> • Having a conversation and offering social companionship on the telephone and/or face to face. • Visiting the client at an agreed time and date, either at home or out in a community setting. • Reflecting on own training and support needs and requirements and informing the coordinator of what these are. • Keeping seescape up to date about how the befriending match is going, including discussing any issues or concerns. • Identifying activities or sources of support, the client, might benefit from.
Required skills, qualities, and experience	<ul style="list-style-type: none"> • Good all-round communication skills, including active listening. • Empathetic. • Awareness of boundaries in a befriending relationship.

	<ul style="list-style-type: none"> • Willingness to undertake training and required checks (e.g., PVG and references).
Training & Support	<ul style="list-style-type: none"> • Induction course, and other additional courses as required, such as Adult Protection Training, Sighted Guide training, Risk Assessments, etc. as available throughout the year. • Ongoing support from Community Engagement Coordinator. • Opportunities to get involved with other activities including external training. • Opportunity to meet with volunteers and staff.
Any other Requirements	<ul style="list-style-type: none"> • Trustworthy and Reliable • Regular volunteer commitment at agreed times. • Available for a minimum of 12 weeks • May involve face to face befriending in person, depending on needs and wishes of all those involved. Discussed once restrictions allow for this. • Sign seescape's Confidentiality Agreement and Volunteer Agreement.
Recruitment	<ul style="list-style-type: none"> • Application and interview • Subject to 2 references and PVG membership (seescape organise this for free). • Ability to watch/read training materials for induction – videos and documents. If you require alternative formats, please get in touch with seescape.

VOLUNTEER BEFRIENDING GUIDANCE.

- Your named contact for your volunteer role with seescape will be the Community Engagement Coordinator (CEC). Their contact details will be shared with you and they are available to chat through anything in relation to your volunteering experience.
- Familiarise yourself with meeting times/dates of telephone call (e.g., set a reminder on your phone when it's due to take place. If telephoning a client from your own phone please withhold your contact telephone number. If visiting please read the Lone Volunteering Guidelines.
- If you can't make a phone call or visit please contact the Community Engagement Coordinator (CEC) as soon as possible.
- If you have any concerns, please inform the CEC as soon as possible (07946 288 712).
- Befriending is unique and it's important to know the limits as well as value in this role. Befrienders are not expected to do anything outwith what is agreed with seescape. Befrienders for example, don't give medical or health advice; are not responsible for any aspect of personal care; don't undertake any domestic or household duties, including online shopping; and don't handle or deal with any financial issues, including cash transactions.
- Volunteers need to understand that boundaries may become blurred if the relationship evolves into a personal friendship. seescape provides a Befriending Service which is time-limited, for up to 12 months, however we understand that once the befriending relationship has ended, a positive outcome may be that a friendship continues. seescape seek to managing endings sensitively. It's helpful if volunteers can give notice and be honest about any changes in circumstances which will impact on their befriending role. You will be issued with the 'Managing Endings Sensitively' document as part of your in your induction.
- Make sure to claim reasonable out of pocket and travel expenses each month (expense forms can be issued).
- If using car, as part of befriending (not relevant for distance/telephone befriending) please issue the CEC with up-to-date insurance documents (annually).
- Keep in touch with the CEC following each call to debrief when necessary.
- Make sure you understand relevant policies and procedure to support your Volunteering e.g. health and safety, Lone Volunteering, claiming expenses, etc. Request these documents if not available to you.

If you have any questions about this document please contact Kirstie Henderson, Community Engagement Coordinator at seescape on 01592 649 883 or 07946 288 712 or email: Kirstie.henderson@seescape.org.uk

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