



## Volunteer role description

Befriending Volunteer

### Location

- ✓ Face-to-face at various locations across Cheshire East.
- ✓ Telephone support from your own home.

### Purpose of role

- ✓ Provide one-to-one support to a parent/carer/young person either via telephone or face-to-face in the community. You will be somebody who is independent from friends and family for that person to talk to; helping them develop positive mental wellbeing and reducing isolation.

### Responsibilities/role description

- ✓ To support your matched parent/carer/young person to feel less isolated, more confident and better informed about what services are available in their local community.
- ✓ Help with a range of activities such as: attending appointments, accessing community groups and activities, meeting for a cup of tea and a much-needed chat or providing wellbeing 'check-in' phone calls.
- ✓ Make notes on your support to the family and submit via secure email (you will be issued with a Ruby's Fund email address).
- ✓ Provide guidance, practical and emotional support, empowering the family to be independent and make decisions/take actions for themselves.
- ✓ Be constantly vigilant of possible safeguarding concerns and take appropriate action.
- ✓ Undergo all training and supervision as required by Ruby's Fund.
- ✓ Comply with Ruby's Fund policies and procedures and promote the principles of these policies amongst colleagues, service users, volunteers and other members of the community.

### Time commitment required

- ✓ The role of a Befriending Volunteer is very flexible and easy to work around even the busiest of lifestyles. Time commitment varies dependent on the type of support e.g. a 10min telephone chat once a week or a couple of hours once a month to support with an appointment.
- ✓ Minimum commitment of 6 months.

### Days and times of the opportunity

- ✓ Various to suit the needs of the family and availability of the Volunteer.

### Skills and Attributes

- ✓ Reliable, trustworthy, compassionate and caring with a non-judgemental attitude.
- ✓ Effective communication skills, an active listener.
- ✓ Understanding and appreciation of maintaining professional boundaries.



- ✓ Accurate and timely record keeper.
- ✓ IT confident – email and Charitylog (training will be provided).

### What's in it for you?

- ✓ An excellent opportunity to develop new and existing skills, gain confidence and build a real sense of achievement by making a genuine positive difference to the lives of others.
- ✓ Meet new people and be part of an enthusiastic team.
- ✓ The opportunity to gain experience in working with children, young people and families.
- ✓ Out of pocket expenses.
- ✓ A reference.

### Minimum training required (additional training specific to the role might be necessary)

- ✓ Safeguarding
- ✓ GDPR & Confidentiality
- ✓ Diversity and Equality
- ✓ Mentoring training

### The Volunteer Recruitment Process

- ✓ Complete an [application form](#) .
- ✓ Attend an informal meeting with the Volunteer Recruitment Co-ordinator to explore your application and suitability for the role. This is also an opportunity for you to ask questions.
- ✓ Provide two references.
- ✓ Undergo an enhanced DBS check (paid for by Ruby's Fund).
- ✓ Once we have received satisfactory references and a DBS check you will be invited to undertake the Induction programme and a start date will be agreed.
- ✓ You will be provided with ongoing support through regular supervision meetings and ongoing training.

### For further information please contact:

Kathryn Dewick (Volunteer Recruitment Co-ordinator)

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