



# Volunteer Befriender

Are you empathetic, have good listening skills and want to make a positive difference?  
You could make a good befriender

Their mission statement is to increase understanding by shared knowledge, raise awareness of the challenges facing disabled people and/or their carers and influence decision makers to develop services based on needs.

The hours will be flexible role befriending calls will be subject to volunteer and befriender needs. Expectation to attend fortnightly catch-up meetings with volunteers and staff. The volunteer role will be supported by the Volunteer and Friendship Co-ordinator, who will train and mentor you. The main role of a befriender is to commit to regular contact with beneficiaries. We want our volunteers to reflect the breadth and diversity of the communities we work with.

## Good to know

Our befriending service is designed to provide individuals with companionship and support through one-to-one social interaction, initially over the telephone.

The volunteer role will be supported by other volunteers and staff members that will provide training, support and supervision.

## Key tasks and Duties

- Provide telephone support
- Signpost where applicable
- Contribute to the development of the service
- Maintain accurate records and statistics
- Ensure all work complies with relevant legislation and Disability Nottinghamshire's policies and procedures.

### Personal Specifications:

- Good communication/ listening skills
- Empathy and compassion.
- Understand and respect confidentiality.
- Commitment to equality and diversity and to the aims and principles of Disability Nottinghamshire.
- No previous volunteering experience is required, they will provide full training, mentoring and regular support.