



VOLUNTEER BEFRIENDER ROLE

Days and times: Monday-Friday from 9.00-12.00 p.m
Saturday and Sunday from 10.00-12.00 p.m

Responsible to: Volunteer Organiser

Duties and responsibilities:

- Ø Volunteer Befrienders play an important role in engaging with SIFA Fireside's service users and providing supportive relationships that will enable vulnerable adults to build self worth, confidence and skills.
- Ø Through involvement in a wide range of activities, the volunteer will help them to achieve their goals and move forward in a positive manner
- Ø Volunteers will be in a position of trust as they build one to one relationships, and need to adhere to the appropriate boundaries, (e.g the Confidentiality Policy), and safety requirements in the befriending relationship
- Ø Volunteers must respect services users' wishes, helping them to become more resourceful, rather than making decisions for them.
- Ø All SIFA Fireside staff and volunteers work within a non-discriminatory framework.
- Ø Volunteers may also provide support to staff and take part in any other duties in keeping with the post

Skills/ Experience/ Knowledge:

- Ø You should be:
- Ø Genuine, honest and non-judgmental
- Ø Empathetic, with good listening skills
- Ø A good communicator who doesn't impose their own views, values or opinions
- Ø Approachable with a positive attitude
- Ø Able to form a positive, supportive relationship with others
- Ø Self aware and able to reflect on how situations may affect you and service users
- Ø Willing to undergo training as required by the post

Ground Floor, 18 – 28 Lower Essex Street, Birmingham B5 6SN
Tel: 0121 666 7023 Fax: 0121 622 7250 Email: office@sifafireside.co.uk



Training and development

- Ø You will be required to attend further training and development opportunities to update your skills and experience
- Ø You will be provided with on-going support and guidance by an experienced colleague which will enable you to build confidence and experience in this field of work

Other information

- Ø Volunteers must be willing to commit at least 2 hours a week for 3 months on a regular basis to ensure consistency, and to undergo further training
- Ø As this post requires direct contact with vulnerable adults, a CRB check will be carried out by SIFA Fireside.

Please note, the volunteer job role may be revised as the service develops.

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