

## Volunteer Befriending Service Role Description

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**VOLUNTEER TITLE:** Volunteer Befriending Service

**OUR CHARITY VISION:** Our Charity vision is, our borough is a place where every individual and community is valued, supported and can thrive.

**OUR VALUES:** Welcoming, Collaborative, Empowering, Inclusive, Adaptable and Ambitious.

**MAJOR OBJECTIVE OF TASK/PROJECT:** We are committed to bringing together the community; providing resources and opportunities that value and empower all. The Befriending Service aims to inspire, engage and support the community and promote active participation within society through our drop in Community Coffee Morning on a Wednesday; Thursday Seniors' Lunch Club and other activities currently in planning. All of our activities, aim to help to reduce social isolation.

**VOLUNTEER RESPONSIBILITIES**

- Facilitate and support the running of Befriending Service sessions such as Coffee Morning, Lunch Club and other wellbeing groups (can partake in more than one if you wish).
- Assist with any necessary set-up and clear-up pre and post sessions.
- Enable a supportive and welcoming space by providing informal companionship and listening ear to service users.
- Undertake any required record keeping procedures to help with monitoring the general wellbeing of service users and being adaptable to the needs of the group- reporting any concerns to the Befriending Service Manager.

**We will arrange an observation so that you can decide if volunteering is right for you.**

**SKILLS NEEDED:**

- A willingness to support those who may be disadvantaged or vulnerable.
- Inclusive and non-judgemental to the diverse range of service users at the Hub.

- Ability to be adaptable to the needs of the service, using initiative to help sessions run smoothly.
- Active listening and communication skills.
- Encouraging and empathetic interest in others.
- Basic computer skills required to update our customer database (where necessary).

**TRAINING:**

In-House training.  
Attend relevant training courses/workshops.

**TIME COMMITMENT:**

**Minimum of 3 months**

**HOURS/DAYS/  
LOCATION:**

**To volunteer for 3+ hours a week**

**Days: Tues; Weds; Thurs OR Fri.**

**Location:** WF Community Hub, 18a Orford Road, Walthamstow Village E17 9LN

**SUPERVISION:**

Direct supervision will be given by the Befriending Service Manager.

**BENEFITS:**

Development of team and leadership skills, administrative experience, accessing training to further personal development, meeting a challenge.