



Volunteer Role Profile

Service name: Communities in Mind for people 65 + in Chichester, Arun & Adur

Role title: Phone OR Face to Face befriender

An opportunity to use your people skills and gain experience in a highly responsible and vital role, either over the phone or face-to-face. You will be supporting older people with mild to moderate mental health needs, those who are isolated or who may have lost confidence, for example, following bereavement or illness. The role of “befriender” is very special. You will be closely monitored, guided, and supported to carry out this important volunteer role, strictly following West Sussex Mind’s policies and procedures.

What's involved

- You will be carefully matched with a suitable service user who needs extra support to help improve their mental wellbeing and become more independent and resilient
- You will be a friendly, non-judgmental, listening ear, and engage in conversation or activities relevant to the goals, aims and interests of the person you are supporting
- Over the phone: you will have regular calls with the person, at an agreed time and frequency, following our guidelines and procedures
- Face-to-face: you will meet the person at an agreed location (which may be their home or elsewhere), time and frequency, following our guidelines and procedures, under a specific plan
- In either role, you will be carefully guided, monitored, and supported to keep both you and the service users safe
- You will report back to supervisors after each contact with a service user
- You will need to follow closely the procedures and guidelines for the role and work closely with your supervisor

What we ask for

- Good communication and people skills, over the phone and face-to-face
- Good written skills to send back short reports
- Ideally, some informal or formal experience of working with older people or people with mental health needs
- Appreciation and understanding of the needs and interests of older people
- Understanding of the need for confidentiality and professional boundaries

- Awareness and alertness to the vulnerability of our service users
- Being non-judgmental, patient, caring and empathetic
- To work with integrity within the policies and guidelines of West Sussex Mind
- Technical requirements: access to a phone, either mobile or landline, in a quiet, confidential setting; access to a mobile phone when supporting people face-to-face; access to email to send reports back to the supervisor
- Commitment of at least 6 months in the role to give continuity to our service users

How we help our volunteers and benefits

- Welcome you to West Sussex Mind with a package of training and information needed to carry out the role.
- You will meet new people, have the opportunity to learn new skills and take part in regular in-house training.
- We will reimburse pre-agreed expenses in line with West Sussex Mind's policy.
- We will check-in regularly to ensure you are enjoying your volunteering role.

Our Values

- Open: we reach out to anyone who needs us
- Together: we're stronger in partnerships
- Responsive: we listen, we act
- Independent: we speak out fearlessly
- Unstoppable: we never give up
- Forward thinking: we innovate and develop

Because the role involves working closely with vulnerable people, we need to take up two references and a Disclosure and Barring Service check.

If you would like to discuss this role before applying, please call:

Julia Dendle 07932 784 979

Email: cim@westsussexmind.org