

Volunteer Role Profile – Community Companion

ROLE TITLE: Community Companion

REQUIREMENTS OF THE ROLE

- To spend quality time building relationships with individuals, aged 18+ across the Bradford District and Craven
- Meetings are face-to-face, travel will be required
- You will need access to a mobile telephone
- Be willing to research local community groups/ activities for/ with your client
- Promote self-care, mental and physical well-being
- Commit to 1-2 hours weekly/ fortnightly to befriend one client, this will be for 3 months 1-1 support
- Attend an informal interview with Mind in Bradford
- Undertake training sessions which will be discussed as your application progresses
- Agree to a DBS (Disclosure Barring Service check) and provide references
- Report any problems, concerns or issues encountered during your befriending
- Develop and maintain appropriate boundaries of confidentiality with other volunteers and clients
- Send in weekly logs of your call/ visits to the team
- Give notice where possible of any absence/ holidays, so your befriending can be rearranged.

BOUNDARIES OF THE ROLE

As a volunteer both your own safety and the client's are important and we ask that you keep to the clearly defined boundaries of your role.

Some important points to remember are:

- Respect the client's confidentiality by not discussing them with friends, family or other volunteers.
 - Their details should only be discussed with the Volunteer team or staff at Mind in Bradford
- Do not give out your personal contact details. Giving out your personal contact details could lead to the client contacting you at inappropriate times
- No gifts should be accepted, that are offered by the client, their family or friends
- Under no circumstances should the volunteers become party to being involved in the client's will
- If the client asks you for recommendation for services (plumber, electrician etc.) signpost them to the volunteering team

VOLUNTEER PERSON SPECIFICATION

Knowledge/ understanding

- A genuine desire to support people
- Have a basic understanding of loneliness and social isolation
- An understanding of confidentiality
- An understanding of the need to maintain safe working boundaries

Skills/ abilities

- Understanding, sensitive, warm and a willingness to listen
- Be punctual, organised and reliable
- Ability to support and be non-judgmental regardless of the client's age, race, sexuality, ethnicity, religion or disability
- A flexible and understanding approach to working with the client's needs
- Be willing to learn from your experience and others' experience
- Ability to communicate well both verbally and non-verbally
- Commitment to enabling others and building confidence
- Be willing and able to locate and attend local community groups / activities
- Be willing to take in activities to clients home (if necessary) like board games
- A good sense of humor, with the ability to share and enjoy conversation
- Willingness to undertake training and supervision as and when required