



**Creative Support Ltd, Head Office**

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**Volunteer Befriender**  
**The Willows, Brent**

**Reference: 79064**

**Closing Date: 21 October 2024**

Thank you for your interest in the above role, please find a role overview, the specific volunteer role requirements and information about the type of support and benefits we can provide detailed in this document.

Please return your completed application form to **Creative Support, Business Development Team, Head Office, Wellington House, 131 Wellington Road South, Stockport, SK1 3TS.**

**Once you've submitted your application form:**

- Once we have received your application form we will contact you to arrange a volunteer interview with the volunteer supervisor at the service you've applied to.
- The interview will determine whether the role is right for you. If it's not we might suggest alternative roles or signpost you to other voluntary organisations or opportunities.
- After the interview you'll be asked to complete some pre-placement questionnaires. This is to ensure we can provide the level of support you need and ensures we can make adjustments where necessary.
- As part of the application form we ask for two references, we will send off a reference request form to each of your referees after your interview.
- You will also be asked to complete a DBS form and provide identity documents (e.g. a passport). If you have a criminal record we advise you to disclose either during the interview or as part of the pre placement process. A criminal record does not necessarily stop you from volunteering; it is assessed on a case-by-case basis
- Once we have received all of your documents, references and your DBS certificate write to you to confirm your placement with us and a local member of staff will contact you to arrange an induction.

**Please note:** at times due to how busy our services are, it might take a few weeks before we can arrange a volunteer interview.

Creative Support is committed to equal opportunities; we welcome applications from people from all backgrounds including current and ex-service users.

If you'd like to discuss volunteering with us, the role you're applying for or you application form you can contact our Volunteer Department on **0161 236 0829** or email [volunteer@creativesupport.co.uk](mailto:volunteer@creativesupport.co.uk).



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All employees are subject to enhanced DBS checks					

## **ROLE DESCRIPTION – VOLUNTEER BEFRIENDER**

### **The Willows, Brent**

**Responsible to:** Gareth Thorndale

**Suggested Time Commitment:** 2-4 hours (flexible on day and time)

### **Purpose of role**

We currently have a volunteering opportunity in the Brent Honeypot Lane area for a Volunteer Befriender. If you have a couple of hours to spare and can commit to volunteering on a weekly basis, we'd love to hear from you.

Are you a warm and chatty person, who's also a good listener?

Are you looking to help someone gain confidence and engage with the local community? Maybe going for walks, or, trips to a local café.

Can you commit to learning Creative Support's Safeguarding Procedure and be able to implement this if needed?

We are looking for a reliable, enthusiastic, caring, supportive person who can join us as a Volunteer Befriender.

As a volunteer with Creative Support we offer training for your role, access to a volunteer supervisor, an induction, a monthly volunteer newsletter, and an online volunteer's peer support group. Together we can make a difference.

### **Volunteer Duties**

- To provide a befriending support, listening and talking in a non-judgemental friendly way.
- You will be aware of Creative Support's Safeguarding Procedure and be able to implement this if needed.
- Encourage the service user to access the community, go for a tea / coffee, café or walk.
- You will need to be consistent with days and times, and liaise with staff for any changes.

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## PERSON SPECIFICATION – VOLUNTEER BEFRIENDER

### The Willows, Brent

	QUALITIES REQUIRED	Essential or Desirable?
1	Ability to follow written and verbal instructions	Essential
2	Good communication skills	Essential
3	Punctual and reliable	Essential
4	Previous experience of working with / knowledge of supporting adults with support needs	Desirable

### Our Commitment to Volunteers

Volunteering is a two-way process, and as part of that process Creative Support is committed to providing you with a range of meaningful opportunities in safe and inclusive environments that enable you to personally develop. We've laid out our commitment to volunteers below:

#### **A Formal Induction:**

As a volunteer you will receive a formal induction when you start your placement with us. This induction will be carried out by your Volunteer Supervisor and will provide an opportunity for you to learn more about your role, the service you'll be volunteering at and the people you will be volunteering with. During the induction we'll also discuss key policies and procedures with you (e.g. our volunteer policy) and give you a copy of your Volunteer Handbook.

#### **Regular Support and Supervision:**

We recognise that regular volunteer supervision sessions are vital to ensuring you can carry out your role safely and effectively. Your Volunteer Supervisor, or another senior member of staff will meet with you regularly to discuss your role, training opportunities and to look at ways we can support your personal development within your role. Your supervision sessions also provide an opportunity for you to raise any concerns you might have.

Supervisions are carried out on a one-to-one basis, as part of a group or over the phone depending on the nature of your role and your personal preferences. You can request a volunteer supervision session at any time; just speak to your Volunteer Supervisor.

#### **Access to Training:**

Creative Support is an 'Investors in People' organisation with a comprehensive training programme that is designed to equip our staff and volunteers with the right skills to provide truly person-centred support services. As a volunteer you will have access to relevant training courses and opportunities (e.g. workshops) that will enable you to carry out your role effectively.

As a volunteer you have to complete the following courses:

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- Safeguarding Adults and Children at Risk
- Moving and Handling

You will also be able to attend additional training courses that are relevant to your role. Creative Support runs a number of classroom-based courses, but we also provide training through an e-learning portal which means you can access training from home at a time that suits you.

**Flexibility and Role Development Opportunities:**

We recognise that as a volunteer you’re giving your free time to support our services and clients. We can offer flexibility within your role, meaning that specific time commitments that suit you can be agreed with your Volunteer Supervisor.

We also want you to develop personally during your time with us, that’s why we’re committed to providing opportunities for you to develop your role with us – we have a number of volunteer roles across our services and as a volunteer you’ll be able to change roles or further develop your role to enable you to build new skills, try new things and meet new people. This will be discussed with you during your supervision sessions and as part of your annual appraisal and development review.

**Reimbursement of Travel Expenses:**

As a volunteer, you can get your travel expenses of up to £5.00 reimbursed. We will always try to reimburse this on the day. This might include the reimbursement of a bus ticket, a portion of a monthly travel card or millage if you drive to the service you’re volunteering at.

**Recognition:**

Our volunteers play an integral role in providing our support services and making our clients’ aspirations a reality; we are committed to recognising and celebrating their contribution. Creative Support publishes a monthly V-bulletin and newsletter, celebrating the great work our volunteers do and we also hold local celebration events (e.g. coffee mornings) so our volunteers can get together to socialise.

We can also provide references for volunteers once they’ve been with us for six months.

**Opportunities to Feedback:**

Our volunteer programme is constantly evolving based on the essential feedback we get from our volunteers. We send out an annual feedback survey in December and our as a volunteer you’ll be asked to complete a Leavers Questionnaire when you leave us. This provides you with an opportunity to tell us what we did well and in what areas we can improve.

You can also feedback about your experiences by contacting our Volunteer Team on 0161 236 0829 or by emailing: [volunteer@creativesupport.co.uk](mailto:volunteer@creativesupport.co.uk).

**Disclosure and Barring Service:**

A number of volunteer roles with Creative Support require applicants to undergo a DBS check; this is free for volunteers. A criminal record does not necessarily bar an applicant from volunteering with us; each application will be considered individually. This might include inviting prospective volunteers in for a meeting with a representative from our Human Resources Department to discuss the criminal convictions.

If we decide that we can’t offer you a volunteer placement we will always let you know and we’ll signpost you on to other local opportunities.

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Please contact the marketing team if you would like to access this document in different formats – large print, Braille, audio, easy-read, and other languages are all available. Ring 0161 236 0829 or email [marketing@creativesupport.co.uk](mailto:marketing@creativesupport.co.uk).

**Vaccination policy:**

We would encourage you to apply to us even if you have not yet had your COVID 19 vaccine. You will be required to have your first COVID 19 vaccine prior to your interview and your second vaccine before you start volunteering with us. This time will be used to complete post interview recruitment checks. Applicants who are unable to receive the vaccination on medical grounds are still welcome to apply with provision of their official NHS COVID pass letter of medical exemption.

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