

# Volunteer Role Profile

Volunteer Role	<b>Befriender</b>
Volunteer Manager	<b>Volunteer Support Officer</b>
Where you will be based	<b>Home</b>

## Why we want you

If you are a people person with a positive outlook on life then you are exactly who we are looking for to make friendly calls to people living with epilepsy who are feeling lonely or isolated.

People who are newly diagnosed or have drug resistant epilepsy are not able to drive and it can be scary to go out when you don't know when or where you might have a seizure.

By checking in with a friendly phone call you can brighten someone's day. You may even be able to give them the confidence to make more connections in their community so they have support to get out and about a bit more. Either way, through your calls you'll be making a difference, making them feel like someone cares.

You don't have to have epilepsy yourself and your check-in calls don't even have to be about epilepsy, sometimes people want to forget about that for a while and instead have a friendly conversation about what's on telly, their favourite sport or their hobbies.

As part of your volunteering you will automatically become part of our Action Team. There'll be micro-volunteering tasks available for you to pick and choose how you'd like to be involved.

## What you will be doing

- Having weekly half hour chats with two or three people a week (depending on how much time you have to give)
- Having conversations around shared interests or experiences
- Helping people to recognise their own self-worth and build confidence
- Signposting to our website, helpline or other services
- Gently encouraging them to make connections in their community so they continue to be supported when the befriending sessions end

## The skills you need

- To be able to start and keep friendly conversations going over the phone or video call
- Caring, compassionate nature with sensitivity to deal with emotional

situations

- Excellent listening and communication skills
- Respect of different values and beliefs and understanding of different personal situations
- Access to the internet to use our online volunteer portal

## **What's in it for you**

- Training on how to be a befriender volunteer as well as epilepsy awareness, mental health and communication skills training
- Join our network of volunteers through meet-ups, social events and networking
- Keep up to date with all the latest news about our work on our volunteer portal
- Full support when you need it with a dedicated volunteer supervisor
- Pride in knowing you are helping others to be more confident and less isolated

## **Disclaimer**

This role requires a basic level criminal records check. A copy of our criminal records check policy and our policy statement of the recruitment of ex-offenders can be found in the volunteering FAQs section of our website <https://www.epilepsy.org.uk/volunteer>