

Volunteer Role Description

Your volunteer role description provides you with an outline of your role and the tasks you will complete when volunteering.

Whatever your role, or however much time you donate, you will be helping to improve the lives of people severely affected by mental illness. We appreciate and value your commitment to volunteering with Rethink Mental Illness.

My role title:

Befriending Volunteer

Role details

Where my role is based

Brent Borough in the Community

Who I am supported by

Befriending Coordinator

The DBS check for my role

Enhanced Adults and Children Workforce, Adult Barred

Service details

The service I support

Brent Mental Health Service

The location of the service

Brent Borough

The days and times volunteering is available

Flexible, to meet the needs of the service users

The service code

6700

The purpose of my role

Befriending is a supported one-to-one relationship between a volunteer and a patient who has been referred to Rethink Brent service.

Our Befriending Service offers supportive, reliable relationships to older people who would otherwise be socially isolated.

Befriending usually involves visiting the patient with whom you have been matched with, once a week for approximately an hour.

Volunteer Befrienders all have their own lived experience of mental illness as a carer or a person who has experienced their own mental health needs. This is an essential part of the volunteering role.

The primary aim of befriending is to enhance the quality of a befriender's life by offering them the opportunity to form a trusting relationship.

More specifically, services often aim to enable their befrienders to:

- Become less socially isolated
- Develop their self confidence and emotional growth
- Develop greater resilience
- Improve their wellbeing
- Experience some purely social interaction on a regular basis (i.e. not simply as a by-product of receiving another service)

Delivering Support

- You will be provided with the contact details of the patient, relevant information regarding the visit and other details such as their emergency contact person. This information is confidential and should be kept in a safe place.
- We will ensure that you know about any risks that anyone you befriend presents to themselves or to others and talk to you about what types of things may help the person to cope and manage. We will talk to you about what 'normal' may look like for the person and what signs might look like that they may be struggling more than normal.
- The befriending coordinator will share intervention or actions to reduce risk in these situations.
- Your befriending coordinator will aim to match you to a suitable befriender as soon as you complete your training and relevant paperwork.
- When matching you with a patient your befriending coordinator will consider the locations, gender preferences and interests of the patient and the volunteer.

The service I support

Rethink Mental Illness provide this service in partnership with Change, Grow, Life (CGL). The service is funded by Central North West London NHS Trust (CNWL) who we work in close partnership with to deliver the service.

The service provides support for people:

- Aged 18+
- Who live in the borough of Brent
- Have a mental illness
- Have a mental illness and a substance misuse problem
- Be accessing CNWL services or be eligible for CNWL services

I will complete the following tasks

- Meet service users in locations and times which meet their needs (including evenings and weekends)
- Provide befriending support to a maximum of 2 service users at any one time
- Provide emotional support based on your own lived experience
- Support service users to access and build social and community networks and activities
- Act as a community connector to local services

I have the necessary skills, experience, and attitude

I have the essentials covered:

- Lived experience of mental illness, either as a carer or as a person who has experienced your own mental health need
- Good communication skills
- Flexible in order to meet the needs of the service user
- Live in the London Borough of Brent



you'll have our support and guidance, every step of the way

What I value and how I will behave

I can demonstrate and apply Rethink Mental Illness values:

Commitment -	We work tirelessly to provide support for everyone severely affected by mental illness.
Equity -	We believe that in a world where discrimination and disadvantage exist treating people with equity is critical to ensure justice and fairness for all.
Expertise -	We constantly use our expertise to provide practical and personal support for people who are severely affected by mental illness.
Hope -	We offer hope of a better quality of life for all those severely affected by mental illness.
Openness -	We are open and transparent in all our work with beneficiaries, supporters, partners and the public to achieve change for people severely affected by mental illness.
Passion -	We are passionate about leading the way to a better quality of life for everyone severely affected by mental illness.
Understanding -	People who are severely affected by mental illness are at the heart of everything we do in our organisation – our membership, our governance and our workforce.

I can demonstrate and apply RethinkCARES behaviours of:



What training and support will I receive?

As part of my induction, I will complete the following e-learning modules:

- Safeguarding adults
- Data security

Depending on my role, I may also be asked to complete other training courses such as:

- Safeguarding children
- Equality and diversity
- Health and safety
- Mental health awareness

I will also have access to:

- Regular reflection sessions with my Volunteer Manager

What will I get out of it?

There are lots of benefits to volunteering. Here are just a few:



**Develop my existing skills
or learn new ones**



**Enhance my CV and
boost my employability**



**Reimbursement for out-
of-pocket expenses**



**Impact positively on my
own mental health, as well
as others**



**Meet new people and
increase my self-
confidence**



**Find a passion and
maybe a step towards a
new career**



**Access to internal
vacancies**



**Access to Rethinks
Volunteer Assistance
Programme**



**Gain a reference from
Rethink Mental Illness**