

Volunteer Role Description

Your volunteer role description provides an outline of 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.

Role title:

Volunteer Befriender

Role details

Where the role is based

In the community

You will be supported by

Befriending & Volunteer Coordinator

Level of DBS check

Enhanced, Adult Workforce, Adult Barred

Service details

Service

Rethink Companions

Location of the service

Hertfordshire

Days and times
volunteering is available

Flexible to meet the needs of service users

Service code

6378

The purpose of your role

As a Volunteer Befriender, you will provide friendly, face-to-face support to people in Hertfordshire who are experiencing mental health challenges. Your role will involve building positive, supportive relationships, encouraging confidence, and helping people feel more connected to their community. You may be asked to travel within the local area to meet with service users. Ideally, you will be able to offer at least 1 hour per week.

The service you support

Our service works with adults (18+) who are known to mental health services and living with a mental health condition. We provide befriending support to people in the Hertfordshire towns of: Ware, Hertford, Hoddesdon, Broxbourne, Cheshunt, Cuffley, and Waltham Cross.

You will complete the following tasks

- Meet with service users at times and places that suit their needs (this may occasionally include evenings or weekends).
- Offer emotional support by drawing on your own lived experience.
- Encourage and support people to build social connections and take part in community activities.
- Act as a “community connector” by signposting people to local services and opportunities.

Necessary skills, experience, and attitude

It's essentials to have the following:

- Lived experience of mental health challenges (either personally or as a carer).
- Good communication and listening skills.
- A flexible, empathetic, and non-judgemental approach.

Although it's not essential, you may also have:

- Knowledge of local services and community resources, including voluntary organisations.
- Familiarity with the local area.
- A commitment to supporting people in their recovery journey.

Values and behaviours

You will 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 ensuring 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 for 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.

You will demonstrate and apply Rethink CARES behaviours of:



Connect

We work together, we celebrate together



Accountable

We do what we say we will do



Respect

We believe everyone counts



Evolve

We challenge, we listen, we change



Success

We deliver results

The training and support you will receive

As part of your induction, you will complete the following e-learning modules:

- Safeguarding adults
- Data security

You will have access to:

- Regular check-in sessions with your Volunteer Manager
- A range of wellbeing resources

What you will get out of volunteering

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



Develop your existing skills or learn new ones



Enhance your CV and boost your employability



Reimbursement for out-of-pocket expenses



Find a passion and maybe a step towards a new career



Access to internal vacancies



Access to Rethink's Volunteer Assistance Programme



Impact positively on your own mental health, as well as others



Meet new people and increase your self-confidence



Gain a reference from Rethink Mental Illness