

## VOLUNTEER ROLE DESCRIPTION – Volunteer Befriender

**LINE RESPONSIBILITY:** Tenancy Sustainment Team Leaders.

**LOCATION/S:** Our Accommodation Teams across Richmond, Kingston, Wandsworth and Sutton Boroughs.

**EXPENSES:** Out-of-pocket expenses are reimbursed.

### ABOUT US

We are SPEAR, a charity dedicated to helping homeless people across five South West London boroughs to find secure accommodation and work towards a positive future. For 35 years, we've worked tirelessly to support homeless people to recover from their personal issues and break down the barriers that they face. We recognise that homelessness is much more than just a housing issue, so we provide a range of accommodation and support services to help people reach their full potential.

### ROLE DESCRIPTION

The role is for a Befriender in our Tenancy Sustainment Teams in the London Boroughs of Kingston, Richmond, Sutton, and Wandsworth and we're now recruiting for volunteers. We would particularly like to hear from you if you live in or near the above boroughs.

The Tenancy Sustainment teams support people on their first steps from homelessness to independence – providing accommodation and support to assist people off the streets.

We work with people who have experienced rough sleeping and, once accommodated, SPEAR then works with people on a housing pathway and assists them to link into various support services, tailored to the challenges an individual might face.

SPEAR is looking for self-motivated, outgoing, and empathic people who could volunteer to provide support to vulnerably housed, rough sleepers, or anyone using homelessness services in the London boroughs of Richmond, Wandsworth, Sutton, and Kingston.

The volunteer will enjoy developing positive relationships with new people and will be willing to work outside of their own comfort zone providing befriending support to the clients. The volunteer must have an enhanced DBS background check (SPEAR will apply for this on your behalf.)

It would be desirable if you had a driving license.

### ESTIMATED TIME COMMITMENT REQUIRED FOR THE ROLE

The role will involve committing time to visit and offer informal support to clients living in supported accommodation. This may include going out in the community to support with shopping, providing social interactions; either in the home or out and about, and supporting people to understand their bills/correspondence etc. Although this is a flexible role, commitment will be agreed with individuals depending on their availability. We are looking for someone who can commit to regular attendance for an hour or two per week. This could be more if you have more time.

### RESPONSIBILITIES

In this role, you will be supporting us with some or all of the following tasks:

- Visiting clients in their homes in the local community
- Engaging in social activity as led by the needs of the client
- Supporting clients with tasks such as shopping, correspondence, making phone calls.

- Working together with the Tenancy Sustainment worker to communicate and divide tasks where appropriate.
- Engaging with former rough sleeping clients with sensitivity and respect.
- Adhering to SPEAR's Policies and Procedures at all times.
- Promoting SPEAR's work in an appropriate manner.
- Actively promoting equality, diversity and inclusion among staff, fellow volunteers and clients.

## ESSENTIAL SKILLS, KNOWLEDGE AND EXPERIENCE

- Friendly, empathetic approach and a good listener.
- Have an understanding of the issues surrounding homelessness, rough sleeping, mental health challenges and substance addiction.
- Is open-minded with a non-judgmental approach to persons experiencing homelessness, addiction and recovery.
- Good communication skills.
- Is able to establish and maintain appropriate boundaries.
- Can work on their own.
- Adhere to the work and values of SPEAR.
- We particularly welcome applicants with experience of using, and moving on from, support services

## WHAT'S IN IT FOR YOU?

- All out-of-pocket expenses, are reimbursed.
- All volunteers will receive an induction to volunteering and to their specific roles and projects.
- While volunteering at the project, volunteers have full liability insurance cover.
- There are appreciation events to recognise the important contribution that volunteers make.
- Personal & professional development through training, support and ongoing evaluation.
- SPEAR can provide a reference after 6 months of active continuous volunteering.
- Contribute to a project that really does make a difference to the lives of people experiencing homelessness.

## VALUES

**Working together** We work alongside service users, partners, staff and volunteers to provide services that meet the needs of the people we help. Together we overcome challenges.

**Aspirational** We aim high, aspiring to achieve the very best outcomes for our clients. We see potential in everyone and encourage our staff and clients to achieve their own goals, dreams and ambitions. We aspire to the highest standards of professionalism.

**Respectful** We respect everyone, regardless of their background or circumstances. We view everyone as an individual with their own personal journey. We always listen to and value people's views.

**Determined** We work tirelessly to support people experiencing homelessness to recover from their personal issues. We break down the barriers people experiencing homelessness face.

**Visionary** We try new and innovative ways to provide long-term solutions and reduce the isolation of homelessness. We are always willing to take a new approach, learning from what works (and what doesn't) and use this to guide our work.