



Volunteer Role Description

Volunteer role: Community Befriender Volunteer

Based at: New Park House, Horsham. (Service covers Horsham and Crawley area)

Days/times: Day/time negotiable but during the service operating time of Monday to Friday 9.00 – 17.00

Volunteer Supervisor: Team Leader

Main Purpose: To provide companionship to service users out in the community and help them to take part in appropriate social and/or recreational activities. The involvement aims to help people to feel less isolated and feel part of an enjoyable social relationship.

Background:

North West Sussex Dementia Services

- Specialist mental health service for people diagnosed with Dementia.
- Based at New Park House in Horsham and also covering the Crawley area.
- The team is made up of occupational therapist, psychiatrists, psychiatric nurses, psychologists and support workers.
- Patients are often socially isolated due to their physical/mental illness.

Community Befrienders offer social contact to people with mental health conditions in an environment that the service user feels most comfortable in.

It is essential that volunteers are able to take a proactive approach to the role, whilst always being guided by their supervisor and wishes of the service user. Community Befrienders offer social contact to people with mental health conditions in an environment that the service user feels most comfortable in.

Duties:

1. To check with your supervisor about priorities and any issues the volunteer should be briefed about.
2. To support the duty worker in their role
3. To support patients to attend appointments / activities
4. To provide support to patients when their lead practitioner is absent
5. To support colleagues with joint visits
6. To source activities and meaningful occupation for patients
7. To be able to encourage participation
8. To inform staff about activities undertaken with patients and any significant changes in mood or behaviour.
9. To record accurate information about your contact with patients
10. To undergo training as required



Person Specification

Community Befriender Volunteer - Specialist Older Adult Mental Health Service

Essential

- Aged 18 or over
- Able to commit reliably to at least 2 hours a week for a minimum of six months
- A commitment to support the service user in the community
- Well presented, with a friendly and approachable manner and good verbal communication skills
- An ability to relate well to people on a one to one basis and be sympathetic to others' situations
- An ability to be patient and calm even in the face of difficult situations
- An ability to act on own initiative within the role description
- A willingness to be flexible and to follow the guidance of a placement supervisor
- A commitment to the trust's equal opportunities and diversity policies
- A willingness to abide by the Sussex Partnership volunteer guidelines, including rules on confidentiality, health and safety, safeguarding adults and children and manual handling
- To be willing to receive training any areas as appropriate to the volunteer role