

Volunteer Role Description

Connection Support provides a breadth of specialist support services to a range of people facing complex life challenges. The support covers housing support, homelessness, isolation, money management, mental health and drug and alcohol abuse. Often service users have multiple issues which means our work with them is all encompassing.

Volunteer Befriender/supporter

Role Summary: To provide continuation of support for a defined period following closure of clients from our mental health services in Oxfordshire. This is where the client has expressed a need for ongoing support but the planned tasks with the support worker have been completed. Volunteers will provide a range of support including an agreed programme of telephone contact, support and attending appointments with clients, and other tasks relevant to that individual's needs. This may include helping to develop and maintain social networks which for many were negatively impacted by the pandemic.

Commitment: Varied/Flexible

Location: Oxfordshire

Outline of Duties:

1. To assist clients to meet their support needs, including:
 - Supporting clients for a period of time and regularity based on mutual agreement, at times and locations that meet clients' needs
 - Providing information and assistance to clients to enable them to develop their social network and participate in the community
 - To provide company and friendship, assist with shopping, go for a walk, and share activities of common interest – anything which makes life more enjoyable.
 - Support to manage appointments including attendance with clients where appropriate.
 - Other tasks relevant to the client's needs as agreed with Connection Support.
2. In relation to the team:
 - To participate in regular support and supervision sessions.
 - To attend and participate in team meetings
 - To operate within agreed Health & Safety, lone-working and confidentiality procedures.
 - To attend appropriate training courses

We work with vulnerable client groups, it is therefore essential that all our volunteers hold the following qualities:

- Non-judgemental approach
- Reliable and trustworthy
- Good communication skills
- Respect confidentiality
- Enthusiasm and commitment to Connection Support's values and objectives
- A DBS check will be required for the role
- Willingness to provide support as agreed with Connection Support workers, including regular feedback
- Ability to engage productively with clients in a respectful way
- Ability to operate within Connection Support's policies and procedures
- Ability to work on own initiative