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**Volunteer Role Description**

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| **Role Title** | **Volunteer Befriender** |
| **Base Locations** | **Cynon Safety Centre, Compton House, Victoria Square, Aberdare, CF44 7NT**  **RCT Domestic Abuse Services, Grove House, 1 Gelliwastad Grove, Pontypridd, CF37 2BP**  **Safer Rhondda Centre, 115 Dunraven Street, Tonypandy, CF40 1AS** |
| **Hours of Volunteering** | **Various** |
| **Accountable To** | **SAFE and SRC Projects** |
| **Reports To** | **Volunteer Coordinator** |

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| **Role Purpose:**   * Befrienders will offer emotional support, and promote self-care and healthy lifestyle choices to improve wellbeing and help alleviate isolation. * To provide calls that are reliable, consistent and dependable. |

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| **Main Duties and Responsibilities:**   * Provide a weekly or fortnightly telephone call/video call or an appointment in the office per week * Providing emotional support, including non-judgemental active listening * Helping individuals to think about self-care, healthy lifestyle and development of routine * Supporting individuals to pursue interests/hobbies and opportunities * Supporting and gently encouraging people to make changes to improve their lives * Helping individuals to achieve their goals and become empowered. * To be aware of child and adult protection issues and report these to the Volunteer Coordinator, or member of staff or Designated Person as appropriate * Ensure that women receive information on the services provided by WA-RCT * To feedback, make notes of calls and assist in recording on Oasis |

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| **What experience do I need?**   * Respect for the confidentiality and self-respect of service users * Non-judgemental, reliable and patient * To be friendly, approachable, good communication skills and a good listener * Knowledge and understanding of (or ability to learn) domestic abuse and the effects on women and children * Confident using the phone * Ability to calmly respond to the needs of the individual you are befriending, including managing a crisis and passing on any concerns or assessing the need for a follow up call from a member of the SAFE or SRC teams * Organisational and basic admin skills |

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| **Professional:**   * To attend regular supervision * To operate within and observe RCT Domestic Abuse Services policies and procedures * To represent RCT Domestic Abuse Services in a professional manner, to promote its ethos and work in a positive way * To maintain anti-oppressive and anti-discriminatory work practices |

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| **What you will gain as a volunteer**   * A rewarding experience and opportunity to make a positive difference in the life of someone * In-house training enabling you to develop new skills and broaden your knowledge. The training covers active listening skills and specific issues such as mental health, domestic abuse, boundaries and endings. * Skills development in support work * On-going training and opportunities for personal development and progression * Support and supervision * An opportunity to contribute to the services provided by RCT Domestic Abuse Services * Reimbursement of out-of-pocket expenses in line with the RCT Domestic Abuse Services Volunteer Policy |

**This Role Description provides a framework in which duties may be carried out.**