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