

**Job Description**

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| **Role: Volunteer Befriender** |
| **Purpose:**  To volunteer within Persona Services carrying out the following tasks:   * Befriending |
| **This role will make a difference by….**  Providing valuable support across the business to customers and staff. |
| **Duties and responsibilities:**  Assisting staff where appropriate with activities and tasks, contributing to the service provided within Persona.  Befriender:  As a Befriender you will spend time with customers and provide regular support on a one to one basis to an individual looking to achieve greater independence.  Every individual has different needs therefore what they require will be determined on their circumstances.  Responsibilities could be:   * Offering emotional support through times of change. * Helping individuals decide what to do next. * Providing encouragement, guidance and support. * Helping individuals achieve specific goals. * Developing individuals skills needed to achieve greater independence. * Signposting individuals to access information and advice relating to their action plan.   You will not be expected to provide any personal care.  **Skills:**  Be comfortable volunteering within a group or by yourself and to use your own initiative but be able to ask.  Befriender: We are looking for volunteers who are understanding, patient, empathetic and good at listening.  **General**  The opportunity to develop new and existing skills and gain experience volunteering.  The opportunity to meet new people.  The satisfaction of knowing you are making a vital difference to service users and staff within Persona.  If you want to make a difference to someone who needs your support and want to be part of this exciting programme, this is the role for you.  This could be an ideal opportunity for someone who wants to gain experience in the social care field. |