

ROLE DESCRIPTION

DATED: 30 May 2022



Title: Volunteer Role – Mentor & Befriending Scheme – Welfare Checks and Mentor Matching

Reports to: Volunteer Manager/Buddy Scheme Coordinator

Locations: Remote or Trowbridge

Availability: Volunteers are asked to commit themselves to being available for around 6 hours per week. Hours volunteered are flexible and should be agreed with the Volunteer Manager. Volunteers may be asked to attend training, events and meetings, which may be in the evening or at weekends.

Purpose of Role: Our mentoring/befriending scheme offers exceptional support to people who have experienced domestic abuse or sexual harm on their recovery journey. Our mentor/befrienders are volunteers and we are looking for someone to support this very busy scheme. This volunteer role will include offering welfare check ins to people as they are waiting for their support to begin, as well as matching service users with volunteers. The matching process will involve great people skills, getting to know our amazing team and ensuring the best match possible within the context of availability, the support required and character. Welfare calls require someone with empathy, understanding and an awareness of risk escalation. Excellent training and support is provided.

Main tasks: **Insert bullet points of main tasks**

- Making welfare calls to people as they wait for their long term support to begin
- Being risk aware and reporting any concerns to the Buddy Scheme Coordinator
- Matching service users with our volunteers for their support
- Using our secure database to review and record notes

Person Specification:

- Empathy with individuals or families who have experienced crisis (essential)
- Ability to work together as a team (essential)
- Good organisational skills
- Great interpersonal and communication skills
- Flexibility (essential)
- Energy and enthusiasm
- Passionate about supporting the work of our organisation (essential)

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Training: Splitz will provide induction training and appropriate training to the role. This role offers opportunity to develop your skills and get to know our incredible team. Excellent support and training will be provided. This is an exciting time to be part of our leading Domestic Abuse and Sexual Violence organisation.

References can be requested after 3 months of active volunteering.

Risks:

- Highly confidential information
- Risk escalation and awareness

Measures:

- Training
- Confidentiality Agreement
- DBS vetting
- Supervision

Vetting: Enhanced DBS/references