



BEFRIENDING SCHEME

Volunteer Information Pack



This pack is available in large print, and on computer disk. Other formats can be supplied on request.

mha
Mental Health Aberdeen



Table of Contents

Page No.

3	Welcome Page
4	Volunteer Role Description
6	Person Specification for Befriender
8	Volunteer Application Form
11	Criminal Conviction Declaration Form
13	Equal Opportunities Policy Statement
14	Volunteering Policy

Additional Items

Information for Volunteers Leaflet

King Street Centre
51 King Street
PETERHEAD
AB42 1TA

Telephone: 01779 470122
Fax: 01779 470107
E-mail: flora@companions.org.uk



www.companions.org.uk

Welcome to COMPANIONS Befriending Scheme, a project of Mental Health Aberdeen. Within this pack you will be able to find all the information you need to help you decide if you would like to volunteer with us. If after reading through the pack you still have questions you would like answered, then please feel free to contact me at the above telephone number or you can e-mail.

What will I do?

The people we help benefit most from short but regular visits which, usually involves just an hour or two of your time. Some might just enjoy a chat and a cup of tea others prefer to do something, such as an outdoor activity, a walk in the park, or a sport. We try and match volunteers to people with similar interests so that visits are rewarding for you too.

I don't have any experience!

All necessary training is provided. The Induction Training lasts for four sessions and covers important aspects such as confidentiality, listening and communication skills, empowerment and boundaries. On completion of the course you will receive a certificate which some volunteers have found useful when attending interviews for paid employment in the caring professions.

What support is there for me?

As a volunteer you can expect support from me as and when you need it, but I will make a special arrangement to talk to you each month to see how your visits are going, and to ask if you need help. Support Group Meetings and volunteer activity events happen on a regular basis and can include outings, celebrations, or just an opportunity to meet with fellow volunteers. We pay all your out-of-pocket expenses and if you use your car we will pay you an allowance of 40p per mile.

As you will find out for yourself, COMPANIONS values the work of our volunteers and we feel sure that if you choose to join us you will find the effort you make will be both rewarding and fun.

Flora Todd
Manager COMPANIONS Befriending Scheme



Mental Health Aberdeen

Registered Office: 1 Alford Place Aberdeen AB10 1YD
Scottish Charity No. SCO 12306
A Company Limited by Guarantee No. SC 100864.





www.companions.org.uk

VOLUNTEER ROLE DESCRIPTION

Title: Befriender

Hours: Minimum of 1 hour per week

Project Profile

Companions Befriending Scheme is an organisation that aims to support people who experience difficulties with their mental health (who we refer to as clients). We do this by recruiting, training and supporting volunteers (who we refer to as befrienders).

Once trained, our befrienders are introduced to a client, with the purpose of them spending a few hours together each week to have a chat, go for coffee or some other social activity. People who have had problems with their mental health often say they can lose touch with friends and colleagues, as well as losing their confidence in social situations. Befrienders aim to help people build up their confidence again by providing a listening ear and encouraging the person to get out and about to rediscover old interests or find new ones.

Responsibilities and Duties

1. To establish and build a befriending relationship
2. To establish and maintain appropriate boundaries within the befriending relationship
3. To spend time/share activities with the client
4. To be aware of, and work within, the organisational framework
5. To respect confidentiality within the framework of the Scheme
6. To notify the Co-ordinator and/or Manager of any issues/difficulties relating to the client

7. To undertake induction training and any other relevant training
8. To attend Volunteer Support Groups and one-to-one support sessions with the Co-ordinator/Manager
9. To complete the necessary administrative tasks (e.g. Expenses Claim Forms, Record of Companion Contact)
10. To work within a non-discriminatory framework
11. To offer an accepting and understanding presence to the client
12. To be consistent
13. To be accountable
14. To acknowledge positive qualities and skills



Mental Health Aberdeen

Registered Office: 1 Alford Place Aberdeen AB10 1YD
Scottish Charity No. SCO 12306
A Company Limited by Guarantee No. SC 100864.



www.companions.org.uk

PERSON SPECIFICATION – BEFRIENDER

Essential	Advantageous
<p><u>Skills</u></p> <ol style="list-style-type: none"> 1. Able to work alone 2. Ability to recognise and respect other people's boundaries 3. Ability to recognise and apply own limits and personal boundaries 4. Ability to make use of support and supervision 5. Good communication/interpersonal skills 6. Commitment to ongoing development and training 7. Commitment to provide feedback on the befriending relationship 8. Commitment to work within organisational boundaries 	
<p><u>Values</u></p> <ol style="list-style-type: none"> 1. Accepting person for who they are – being non-judgemental 2. Respecting others as being of equal worth 3. Respect others choices, lifestyles and rights 4. Not imposing own values and beliefs 5. Appreciating differences (e.g. race, culture, gender, etc) 6. Able to view someone as a person, not a stereotype 	

Essential	Advantageous
<p><u>Personal Qualities</u></p> <ol style="list-style-type: none"> 1. Flexible approach to working 2. Conscientious and self motivated 3. Warm and encouraging 4. Interested in helping other people 5. Able to use initiative and common sense 6. Reliable and honest 7. Able to maintain confidentiality 8. Able to keep calm in stressful situations 9. Empathetic and understanding attitude 10. Willingness to learn 	<ol style="list-style-type: none"> 1. Can work unsocial hours 2. Clean driving licence and access to a car
<p><u>Knowledge/Understanding</u></p>	<ol style="list-style-type: none"> 1. Understanding of the concept of befriending 2. Knowledge and understanding of issues faced by people with mental health problems 3. Understanding of statutory and voluntary sector provision in the mental health field
<p><u>Experience</u></p>	<ol style="list-style-type: none"> 1. Previous voluntary experience 2. Mental health awareness



Mental Health Aberdeen

Registered Office: 1 Alford Place Aberdeen AB10 1YD
 Scottish Charity No. SCO 12306
 A Company Limited by Guarantee No. SC 100864.

King Street Centre
51 King Street
PETERHEAD
AB42 1TA

Telephone: 01779 470122
Fax: 01779 470107
E-mail: flora@companions.org.uk



www.companions.org.uk

Companions Volunteer Application

Private and Confidential

Thank you for expressing an interest in becoming a befriender with Companions. By answering the questions on this form accurately you can help us to match your experience, likes, dislikes, hobbies and interests with those of the Client.

Name of Volunteer	
Address	
Postcode	
Telephone No.	
E-Mail Address:	

Please give brief details of life experiences or activities (e.g. employment, training, voluntary work, groups and clubs)

Why do you want to be a volunteer befriender with Companions?

mha
Mental Health Aberdeen
Registered Office: 1 Alford Place Aberdeen AB10
1YD Scottish Charity No. SCO 12306
A Company Limited by Guarantee No. SC 100864.



Please tick all the boxes which describe interests you have							
Antiques		Puzzles		Knitting/Sewing		Theatre	
Arts & Crafts		Cookery		Gardening		Charity Work	
Bingo		Religion		Local History		TV / Videos	
Cinema		Environment		Pets		Wildlife	
Computers		DIY		Walking		Reading	
Concerts		Travel		Science fiction		Photography	

If you like music, tell us what interests you							
Classical / Opera		Musicals		Gospel		Country & Western	
Easy Listening		Jazz/Blues		1980's		Learning to play	
Light Classical		Scottish		1970's		Play instrument	
Rock and roll		Folk		1960's		Other type of music	

If you like sport, tell us what interests you							
Aerobics		Football		Rugby		Table Tennis	
Badminton		Horse Racing		Cricket		Darts	
Bowls		Motor Racing		Golf		Highland Games	
Dancing		Snooker / Pool		Tennis		Horse Events	
Fishing		Swimming		Board Games		Other sport	

How would you feel about befriending a Client who:			
(Tick the boxes that apply)	Like	Dislike	Don` t mind
Smokes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Drinks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Swears	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Has a pet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Do you have any other strong likes or dislikes?

Do you have any preferences about a client e.g. age/smoker etc?

Volunteers using vehicles

Transport Details	Yes	No
Do you have a Driving Licence?	<input type="checkbox"/>	<input type="checkbox"/>
Do you have the use of a car?	<input type="checkbox"/>	<input type="checkbox"/>

Please Note:

We are required to make a copy for our records.of;

Your driving licence Your MOT certificate Your insurance certificate Your tax disc

N.B. Volunteers using their own car must check with their Insurance Company that they are covered for the work they will be doing.

Please Note:

You will understand that people who rely on volunteer help can be vulnerable. We, therefore, have an obligation to protect our clients and the good reputation of our volunteers. For this reason we would ask that you supply two references from people excluding your immediate family members, who have known you for some time.

Please give us details of two people who would be willing to provide a reference for you

Name of Referee 1	
Address	
Postcode	
Telephone No.	

Name of Referee 2	
Address	
Postcode	
Telephone No.	

Please feel free to call me with any questions on **01779 470122**

Please note:

To comply with the Data Protection Act 1998 we need your consent to have your personal details stored by Mental Health Aberdeen. We promise to keep these details completely private and confidential. Only specific members of staff have access to them. Please sign below *only* if you agree to these terms.

hank ^I

Thank you for filling in this form.

**Flora Todd
Manager**

(Please sign)

Signed _____

Date _____

The Companions Befriending Scheme is committed to an Equal Opportunities Policy and welcomes applications from all people regardless of age, social class, religion, gender, sexual orientation, race, or disability.

d) Has any other organisation(s) supported you to work through any of the above issues?

e) What have you learned from the experience?

Section 2.

Declaration (I certify that, to the best of my knowledge, all information contained in this form is true and correct. I realise that false information or omissions may lead to dismissal).

Signature:

Date:

NOTE: The information given in this form will be treated in the strictest confidence.



Mental Health Aberdeen

Registered Office: 1 Alford Place Aberdeen AB10 1YD
Scottish Charity No. SCO 12306 A Company Limited by
Guarantee No. SC 100864.



Equal Opportunities Policy Statement

COMPANIONS Befriending Scheme recognises that certain groups and individuals within society experience discrimination both directly and indirectly. We are committed to the principles of equal opportunities in employment and service delivery, as it affects individuals and groups whether they are members, service users, employees or volunteers.

COMPANIONS Befriending Scheme is committed to opposing direct and indirect discrimination on the grounds of race, colour, gender, sexuality/sexual orientation, disability, age, history of physical or mental ill-health, ethnic or national origin, religion, marital status, responsibility for dependents, trade union activity and political belief. We are taking active steps to encourage practices which counter discrimination, and recognise that this requires the participation and commitment of all employees, volunteers, members and service users of Companions Befriending Scheme.

COMPANIONS Befriending Scheme accepts the statutory requirements laid down in the Sex Discrimination Act (1975), the Race Relations Act (1976), the Disability Discrimination Act (1995) and the Employment Equality (Age) Regulations (2006).



Mental Health Aberdeen

Registered Office: 1 Alford Place Aberdeen AB10 1YD
Scottish Charity No. SCO 12306
A Company Limited by Guarantee No. SC 100864.



www.companions.org.uk

Volunteering Policy

COMPANIONS Befriending Scheme recognises that volunteers make a vital contribution to the service and we should invest in them in terms of their personal development.

1. Volunteers shall have the support of MHA staff. Opportunities will be provided for volunteers to represent their views on volunteering to senior staff.
2. All paid staff will be fully informed about the rights and responsibilities of the volunteers.
3. MHA will review its policy concerning insurance, reimbursement for out-of-pocket expenses, working conditions and other benefits to volunteers on an annual basis.
4. Every potential volunteer should be interviewed by the Co-ordinator. In cases of unsuitability, the volunteer should at all times be informed of reasons for that decision.
5. All volunteers must inform their car Insurance Company regarding the use of their own vehicle for voluntary activities.
6. Placements will aim to match the volunteer's skills, talents and interests with the needs of the clients referred to the service.
7. Records are maintained with appropriate safeguards for confidentiality. Volunteers have access to their own records.
8. All volunteers will receive an induction programme which will include familiarisation with the organisation's mission statement and policy.
9. Training will be provided as appropriate.
10. Direct support of individual volunteers will be provided by the Co-ordinator.
11. Volunteers will be encouraged to provide each other with mutual support.

Volunteering opportunities will complement rather than replace the work of paid Staff.

mha

Mental Health Aberdeen

Registered Office: 1 Alford Place Aberdeen AB10 1YD
Scottish Charity No. SCO 12306
A Company Limited by Guarantee No. SC 100864.