



## Befriending/Mentoring Service Volunteer Role Description

North Staffs Mind's Volunteer Befrienders/Mentors offer support and friendship, through positive one-to-one relationships, to clients with mental health issues to enable them to achieve outcomes which are meaningful.

Social interaction, building of self-esteem and confidence, and motivating clients to access activities and services are some of the goals that our scheme is looking to achieve for individual clients.

Your commitment to us:

- You will be available to complete the North Staffs Mind Befriending/Mentoring induction training.
- You will provide support through friendship for a client of North Staffs Mind Befriending/Mentoring Service with the expectation being that 2 hours support a week for up to 12 months will be provided.
- You will be prepared to attend regular support and training evenings.
- You will adhere to the North Staffs Mind Befriending/Mentoring Service Guidelines.
- You will maintain appropriate levels of confidentiality as outlined in North Staffs Mind's Confidentiality Policy.
- You will complete and return to North Staffs Mind any relevant paperwork, namely expense and activity sheets, on a monthly basis.
- You will spend time with the client and engage in activities that are mutually agreed upon.
- You will establish and maintain appropriate boundaries.
- You will inform the Befriending/Mentoring Worker of any concerns.

Our commitment to you:

- We will provide volunteer induction training.
- We will provide an induction pack.
- We will provide ongoing support through the Befriending/Mentoring Worker.
- We will organise regular training and social evenings, for personal development and networking.
- We will inform you of any training courses which may be of interest.
- We will complete references for future employment.
- We will pay mileage expenses at a rate of 40p per mile to a maximum of 30 miles per trip, or refund in full any bus fare on the completion of a monthly expense sheet.
- We will cover you under North Staffs Mind's insurance, as appropriate.

## Befriending/Mentor Role

Whilst previous experience of the role is not essential, as full induction and training will be provided, we are looking for individuals with the following skills and aptitude, approach and personal qualities:

- Reliability
- Good communication skills with a range of people
- Ability to relate to individuals with mental health issues
- Good listening skills
- Ability to share experiences
- Ability to enthuse and motivate people
- Positive outlook
- Flexibility
- Patience
- Non-judgmental
- Willing to learn
- Interest in mental health issues
- Ability to share skills, interests or activities with people