

Shoreditch Trust

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Shoreditch Trust Volunteer Distance Befriender

Reports to: Nominated Volunteer Supervisor

Hours: Minimum 2 hours a week to be agreed.

Flexible hours during office hours 9am – 5pm Monday to Friday

Based at: Remote: online or telephone

About this role

Shoreditch Trust is seeking to appoint Volunteer Distance Befrienders with the necessary skills to support clients who are experiencing loneliness and isolation as a result of Covid-19 social distancing measures.

As a Volunteer Distance Befriender, you will be responsible for keeping in touch with clients at mutually convenient times by videocall or phone.

All you need is 2 hours or more per week. From chatting about hobbies and interests to sharing relevant information, you will be available to listen, talk, and understand, offering a friendly ear to someone who may feel isolated.

Each volunteer will be matched with a client based on interests and support needs where possible.

Principle tasks

- Calling clients to ensure they have regular social contact, usually at the same time and day each week
- Offering a friendly ear to discuss hobbies and interests
- Sharing information on local wellbeing resources
- Completion of an online befriending diary after each session.

Support from Shoreditch Trust

- An induction session on Zoom focusing on the role, the charity and volunteer procedures
- Regular one-to-one or group guidance and support. During this support any relevant training that may be required will be identified and the volunteer will be offered suitable training to meet their needs.

Person Specification

A member of the local community, you do not have to be employed or in education and your work background if any is not important. Whoever you are, you must be happy to make a clear commitment to supporting the work and values of Shoreditch Trust.

Befrienders are people from all walks of life, with real life experience and a passion for people.

You will be:

- An existing Shoreditch Trust volunteer, willing to use your volunteer training to fill a much needed Covid-19 support role
- A good listener, empathetic and able to relate to people from many backgrounds and experiences
- Non-judgemental and respectful of confidentiality
- Comfortable with responding to people in distress and able to alert staff when concerned.
- Interested in the work Shoreditch Trust does in the Community
- Interested in developing your skills to support vulnerable isolated people
- Able to communicate in written and spoken English
- Enthusiastic and approachable
- A good time keeper

Desirable

- Bilingual skills in Hackney's community languages

Benefits of Volunteering at Shoreditch Trust

We strive to increase our volunteer's personal and professional development through exposure to widest possible range of work, real responsibility and high level of independence. We promise a clear line management relationship, role description with clearly identified responsibilities as well as:

- Access to training opportunities as appropriate
- References for future employers
- Out of pocket expenses paid

Equal Opportunities:

Commitment to and understanding of, the principles of Equal Opportunities for all, in employment and the delivery of services.

Corporate responsibilities

Conduct high levels of professionalism at all times with particular reference to punctuality, dress, presentation and administration

Keep customer care as the major priority for service provision

Ensure the service is promoted efficiently, effectively and in keeping with the corporate image of Shoreditch Trust

Communications

Adhere to the Trust's Communications Protocols for both internal and external communications with colleagues, trustees, suppliers and contractors.

Confidentiality

In the course of your work you will have access to information relating both to individuals and to organisations including Shoreditch Trust. All such information should be regarded as strictly confidential and the Volunteer Distance Befriender role will be required to comply with Shoreditch Trust Data Protection policies.

Safeguarding statement

Shoreditch Trust works with children, vulnerable young people and at-risk adults in a variety of ways and is committed to providing a safe, positive and friendly environment. We have a statutory and moral duty to ensure and promote the welfare of these groups regardless of race, disability, gender, age, sexual orientation, religion and belief, gender reassignment, pregnancy and maternity, marriage and civil partnership. This policy extends to the treatment of all our service users, partners, volunteers, visitors and employees of Shoreditch Trust. The Trust abides by the legislation in place for safeguarding and takes into account best practice in child and at-risk adult safeguarding.

This role involves working with at-risk adults on a daily basis and therefore requires a detailed understanding and informed implementation of the Shoreditch Trust Safeguarding Policy alongside a valid, satisfactory Disclosure and Barring Service check.

This role description is intended as an outline indicator of general areas of activity only. Shoreditch Trust is a small charity and as such all staff are expected to vary their duties as necessary to meet the needs of the organisation.