



## Volunteer Role Description

Brief Department Description: The accommodation team provide support to residents in four hostels across our service areas with over 400 rooms, empowering residents with gaining self-confidence and the skills needed to live independently.

Role Title	Volunteer Befriender
Department	Housing
Location	High Wycombe (Crest Road Hostel)
Hours	2 to 4 hours per week (can be worked flexibly)
Main Tasks / Responsibilities / Activities  (client, service users, public, team or lone working ? )	<ul style="list-style-type: none"> <li>• Talking and listening</li> <li>• Supporting new residents with information to settle in especially if they are new to the area e.g. showing them the local bus routes, signposting to where the nearest GP is</li> <li>• Providing companionship</li> <li>• Providing a supportive relationship to help reduce feelings of isolation, offer reassurance and increase confidence</li> <li>• Encouraging resident's learning and development, ad-hoc duties in supporting with form filling or signing up to courses for example</li> </ul>
Skills / Abilities / Experience / Qualities  (computer literate, telephone, listening skills, driver ?)	<ul style="list-style-type: none"> <li>• Self-motivated, reliable, punctual and organised</li> <li>• Be of a friendly, welcoming and cheerful disposition</li> <li>• Sensitivity and courage to work with distressed or anxious people</li> <li>• Clear communication skills, good listener and able to maintain confidentiality</li> <li>• Able to work independently with guidance and support</li> <li>• Able to respect others' differences and choices</li> <li>• Good IT skills including use of Microsoft packages</li> <li>• Respect the Christian ethos of the YMCA and uphold its values</li> </ul>
Training / Support  (induction, training, safeguarding, expenses, regular supervision, feedback, frequency of 1:2:1 support ?)	<ul style="list-style-type: none"> <li>• A full induction to the service and specific site will be provided</li> <li>• A menu of optional training will be made available</li> <li>• Online training: Safeguarding (adults &amp; young people), Health &amp; Safety, GDPR, Equality &amp; Diversity</li> <li>• Ongoing support and regular 1:1 meetings with your line-manager</li> <li>• Team meetings and social events</li> <li>• Mileage and expenses may be payable</li> </ul>

YMCA enables people to develop their full potential in mind, body and spirit. Inspired by, and faithful to, our Christian values, we create supportive, inclusive and energising communities, where young people can truly belong, contribute and thrive.



Additional Information

(DBS, policies, language, medical check, provide own equipment ?)

- You will undergo a DBS check as the role involves adults at risk
- Two references may be undertaken prior to start

If you are interested in this role, please contact Sanna Ahsan (Volunteer Lead): [volunteering@oneymca.org](mailto:volunteering@oneymca.org)

Full details of all our volunteering opportunities can be found on our website: <https://oneymca.org/>