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French Speaking Befriender Volunteer

Reference: VOL0050

Tower Hamlets, London

Thank you for your interest in this role. Please find the role description and person specification detailed in this document.

Please note, we will shortlist applications for this role as they are received rather than waiting for the closing date so please submit your application at the earliest opportunity.

Once you've submitted your application form:

- We will contact you if you have been shortlisted and arrange an interview with the volunteer supervisor at the service.
- The interview will determine whether the role is right for you. If not, we may suggest alternative roles or signpost you to other voluntary organisations or opportunities.
- After the interview you'll be asked to complete some pre-placement questionnaires. This is to ensure we can provide the level of support you need and make adjustments where necessary.
- On the application form, we ask you to provide 2 references. If you are successful at interview, we will send a reference request form to each of your referees.
- All volunteers are subject to enhanced DBS checks. If you are successful at interview, you will be asked to apply for a DBS and provide ID documents. If you have a criminal record, you are asked to disclose this as part of the pre-placement process. A criminal record does not necessarily stop you from volunteering; it is assessed on a case-by-case basis
- Once we have received all paperwork, references and your DBS certificate, we will confirm your placement and arrange an induction with your volunteer supervisor.

If you would like to discuss volunteering with Creative Support of have any questions about the application process, please contact our Volunteer Team on **0161 236 0829** or email volunteer@creativesupport.co.uk.

All candidates are subject to enhanced DBS checks

Hours: Flexible times, weekends preferred

About the Service:
This role is based at an extra care service which supports older people with a range of needs. The service is easily accessible via public transport.

Purpose of Role:
We are looking for a French-speaking befriender volunteer to meet with a person we support on a regular basis at our extra care service in Tower Hamlets. You will be an outgoing, sociable and warm person, who's also a good listener.

As a befriender, you will provide companionship to a person we support and help them to gain confidence and engage with the local community. This role could involve meeting for a cup of tea and a chat, a trip to a local café, going for a walk, attending church etc.

Volunteer Duties:
- Meet on a regular basis
- Develop a positive and trusting relationship while maintaining appropriate professional boundaries
- Facilitate meaningful conversations and provide companionship
- Encourage independence, choice, and personal wellbeing
- Promote a positive, respectful, and supportive environment
- Accompany the individual on community-based activities and outings
- Support the individual to attend church services and faith-based activities where appropriate
- Report any safeguarding concerns to Creative Support staff members
- Understand and work within Creative Support policies and procedures, respecting boundaries
- Attend regular supervisions with your allocated volunteer supervisor and complete any training provided

PERSON SPECIFICATION – FRENCH SPEAKING BEFRIENDER VOLUNTEER

Qualities Required	Essential/Desirable
Ability to follow written and verbal instructions	Essential
Kindness, patience and strong communication skills	Essential
High-energy confident, and proactive, bringing enthusiasm and a positive attitude to tasks and challenges	Essential
Punctual and reliable	Essential
Ability to proactively maintain professional boundaries while remaining resilient and adaptable	Essential
Proficient French speaker	Essential
Previous experience/knowledge of supporting adults with support needs	Desirable

Our Commitment to Volunteers

Volunteering is a two-way process, and as part of that process Creative Support is committed to providing you with a range of meaningful opportunities in safe and inclusive environments that enable you to personally develop. We've laid out our commitment to volunteers below.

A Formal Induction:

As a volunteer you will receive a formal induction when you start your placement with us. This induction will be carried out by your volunteer supervisor and will provide an opportunity for you to learn more about your role, the service you'll be volunteering at and the people you will be volunteering with. During the induction we'll also discuss key policies and procedures with you and give you a copy of the volunteer handbook.

Regular Support and Supervision:

We recognise that regular volunteer supervision sessions are vital to ensuring you can carry out your role safely and effectively. Your volunteer supervisor or another senior member of staff will meet with you regularly to discuss your role, training opportunities and to look at ways we can support your personal development. Your supervision sessions also provide an opportunity for you to raise any concerns you might have.

Supervisions are carried out on a one-to-one basis, as part of a group or over the phone depending on the nature of your role and your personal preferences. You can request a volunteer supervision session at any time; just speak to your volunteer supervisor.

Access to Training:

Creative Support is an 'Investors in People' organisation with a comprehensive training programme that is designed to equip our staff and volunteers with the right skills to provide truly person-centred

support services. As a volunteer you will have access to relevant training courses and opportunities that will enable you to carry out your role effectively.

As a volunteer you have to complete the following courses within 3 months of your induction:

- Health and Safety
- Staying Safe in an Office Environment
- Fire Safety
- Data Protection
- Safeguarding Adults at Risk
- Mental Capacity Act and Deprivation of Liberty Safeguards

You can also attend additional training courses that are relevant to your role. Creative Support runs a number of classroom-based courses and we also provide training through an e-learning portal which means you can access training from home at a time that suits you.

Flexibility and Role Development Opportunities:

We recognise that as a volunteer you're giving your free time to support our services and clients. We can offer flexibility within your role, meaning that specific time commitments that suit you can be agreed with your Volunteer Supervisor.

We also want you to develop personally during your time with us and we are committed to providing opportunities. We have a number of volunteer roles across our services and you'll be able to adapt or change your role in order to build new skills, try new things and meet new people. This will be discussed during your supervision sessions.

Reimbursement of Travel Expenses:

We can reimburse volunteer travel expenses up to £5 per day. We will always try to reimburse this on the day. This could include the reimbursement of a bus ticket, a portion of a monthly travel card or millage if you drive to the service.

Recognition:

Our volunteers play an integral role in providing our support services and making our clients' aspirations a reality; we are committed to recognising and celebrating their contribution. Creative Support publishes a monthly volunteer newsletter, celebrating the great work our volunteers do. We also hold local celebration events so that our volunteers can get together and socialise.

We can also provide references for volunteers once they've been with us for six months.

Opportunities to Feedback:

Our volunteer programme is constantly evolving based on the essential feedback we get from our volunteers. We send out an annual feedback survey and you'll be asked to complete a Leavers Questionnaire when you finish volunteering with us. This provides you with an opportunity to tell us what we did well and how we can improve.

You can provide feedback at any time by contacting our Volunteer Team on 0161 236 0829 or by emailing volunteer@creativesupport.co.uk.

Disclosure and Barring Service:

All volunteers are subject to an enhanced DBS check. This is free for volunteers. A criminal record does not necessarily stop you from volunteering; it is assessed on a case-by-case basis. This may involve inviting prospective volunteers in for a meeting with a representative from our Human Resources Department to discuss any criminal convictions.

If we decide that we can't offer you a volunteer placement we will always let you know and we may suggest alternative roles or signpost you to other voluntary organisations or opportunities.

Please contact the marketing team if you would like to access this document in different formats. Large print, Braille, audio, easy-read, and other languages are all available. Ring 0161 236 0829 or email marketing@creativesupport.co.uk.