

## Befriending Volunteer

- Title:** Befriending Volunteer
- Commitment:** Approx. 2 hours per week (weekly befriending call & volunteer admin & support)  
Up to 12 sessions per befriending match  
Calls take place Monday - Thursday 9am to 5pm for 30 minutes  
We appreciate a commitment of 12 months
- Location:** Home-based & best suited for volunteers living in Sussex
- Reporting to:** Progression Programmes Lead

Bramber Bakehouse provides women with the confidence, knowledge and skills for a positive future. Our baking, wellbeing and life skills programmes are designed to support women who've experienced abuse, exploitation or displacement.

Our Connections 121 Befriending Service is the next stage of support available to graduates on their journey towards increased health & wellbeing, self-confidence and independence.

Befriending offers an informal social relationship which can help to reduce feelings of isolation or loneliness through meaningful connection.

We are looking for kind, caring and committed volunteers to join our existing team, to provide weekly 121 distance befriending (via scheduled telephone and/ or online video calls) to matched graduate/ befriender, providing a relationship of trust and support.

### **Key Responsibilities**

- Make weekly 30 minute telephone/ video calls with a matched befriender for up to 12 sessions
- Engage in friendly, non-judgemental conversation with the befriender
- Commit to developing a relationship of trust and support with the befriender
- Submit a befriending contact sheet after each call ensuring any safeguarding concerns are raised
- Participate in built-in mid-way & exit reviews
- Participate in 121 volunteer support & supervision
- Uphold Bramber Bakehouse's vision, culture and values and abide by the policies and procedures provided through our volunteer training & support

## **Person Specification**

### **Qualities, Skills & Experience Required**

#### **Essential**

- Must be female aged 18+
- Able to build relationships and work positively with team members and other women
- Organised and reliable
- Good communication skills
- A good standard of English at Entry Level 3 and above
- Good IT skills (for emails, completing online forms, basic online searching)
- A warm and friendly attitude
- An understanding, empathetic and non-judgemental approach
- A clear sense of personal & professional boundaries

#### **Desirable**

- Experience working with women survivors of trauma
- Experience of working with ethnically and culturally diverse communities
- Knowledge of local area and services

#### **Other Requirements**

- Able to attend volunteer training, support & supervision sessions
- Reliable access to a telephone, laptop/device and internet connection
- Access to a private space free from distractions to carry out befriending calls
- Willing to commit to support for 12 months
- Provide details of a suitable reference
- Completed a DBS standard check (carried out by Bramber Bakehouse)

#### **Training & Support**

- Volunteers are required to attend relevant induction training
- Volunteers may be required to participate in additional training and support during the placement
- Ongoing support will be offered by the Programme Lead either in person, via telephone or online
- Regular communications and resources will be shared with volunteers via email
- Reimbursement of out of pocket expenses such as phone calls and travel costs (where required and with proof of receipt)

#### **Key dates:**

Deadline for applications: Wednesday 5 November 2025

Online interviews: Tuesday 11 & Thursday 13 November 2025

Online training programme via Teams: 10am – 12noon Thursday 20, 27 November & 4 December – all 3 sessions must be completed.

#### **To apply for this role:**

Please complete our short application form at <https://bramberbakehouse.co.uk/vacancies/>

If you have any questions about the befriending service contact [befriending@bramberbakehouse.co.uk](mailto:befriending@bramberbakehouse.co.uk)