

Approved
Provider
Standard

Mentoring+
Befriending
Foundation



For better
mental health

**DONCASTER
MIND
BEFRIENDING
SERVICE
INFORMATION PACK**

**FOR AN INFORMAL CHAT CALL US ON (01302)812486
OR
COMPLETE THE APPLICATION FORM AT THE BACK
OF THIS PACK AND RETURN TO:
*DONCASTER MIND BEFRIENDING SCHEME
27-29 NETHERHALL ROAD
DONCASTER DN1 2PG***

INTRODUCTION

BACKGROUND INFORMATION

The Befriending Scheme has been set up to provide companionship and support for people who are experiencing, or who have experienced, mental health problems. The Scheme links volunteer Befrienders with people who would like to get to know someone socially on a one to one, group or Time limited basis. Volunteers will support people to move forward and build in confidence so that they are able to access activities, join groups etc to reduce isolation. The Scheme is managed by Doncaster Mind, a registered charity and voluntary organisation that helps individuals dealing with mental health problems.

THE ROLE OF THE BEFRIENDING SCHEME

The Befriending Scheme Co-ordinators' role is to:-

- Advertise and promote the Scheme
- Recruit volunteers and contact those wishing to use the service
- Provide training and support for volunteers
- Review and update the service
- Ensure that we are providing the best, and most appropriate service for our clients
- Maintain close working links with other statutory and voluntary agencies that are providing a service for people with mental health difficulties, and work in conjunction with these other agencies.

The office is based at – 27/29 Netherhall Road, Doncaster. The telephone number is (01302) 812486.

WHO THE BEFRIENDING SCHEME IS FOR

Doncaster Mind Befriending Scheme has been set up to befriend people with mental health problems or who have suffered mental health problems in the past. Certain types of mental health problems such as obsessions, phobias, anxiety and depression may have been treated by the appropriate professionals, but clients may still feel isolated. In addition, without support the client may find it difficult to regain a place in society.

Lack of self-confidence and social isolation may have occurred and the Befriending Scheme hopes to “fill the gap” between treatment and full social reintegration.

The Befriending Scheme hopes to make a positive impact by introducing people to each other as equal individuals on a friendly, informal and yet supportive basis.

WHAT A BEFRIENDER DOES

A Volunteer Befriender will help their client to move forward and encourage them to take part in activities, enrol on courses, visit places of interest and join other groups. This process may take a while but when the time comes for the befriending friendship to end the client will hopefully be able to continue to take part in social activities independently.

In more general terms, we hope that the Befriending Scheme will help people to make the best possible use of their leisure time, in this way improving self-confidence, and reduce isolation.

GROUP BEFRIENDING

Where appropriate, a group of people may be identified who are not quite so isolated but have few friends and would be happy to engage in an activity, perhaps once a month. These activities would last for a morning or afternoon and occasionally a full day. If the volunteer is interested, and a group is currently running, there are opportunities to work alongside a staff member to help with this type of befriending.

WHAT BEFRIENDING IS NOT

It is important to note that there are certain things that they will not be asked to do as a befriender.

They will not be expected to take on the role of a Health Professional, nursing duties for instance and they will not be expected to put themselves in any situation in which they are uncomfortable. They may wish to meet their client at a café or outside meeting place. They will not be expected to give a client their home address or telephone number. They should give out only the information they wish to give, and meet only where they feel comfortable meeting, as in any developing friendship.

The main thing is to let the Befriending Co-ordinator know immediately if they have any concerns. During their induction training, they will be given clear guidelines about what the role involves.

HOW THE BEFRIENDERS ARE CHOSEN AND TRAINING

In order for Befriending relationships to work, it is obviously very important to introduce suitable people to each other. For this reason, we select volunteers very carefully and make sure that they are trained before they are introduced to the clients.

CHOOSING VOLUNTEERS

The Befriending Scheme advertises for volunteers in places like libraries, doctors surgeries, the local press, community centres, situations vacant pages in newspapers, and other statutory and voluntary agencies. Though perhaps the most important is **WORD OF MOUTH** – so even if befriending is not for you please ask those round you if they are interested and pass the pack on.

TRAINING VOLUNTEERS

Training is comprehensive and includes listening and communication skills, guidelines, boundaries, risk assessment and confidentiality. We hope that you will find the training both informative and fun. The training usually takes place over 2 weeks and involves 4 days (9.30 – 3p.m.) lunch is provided by Mind. We are also working towards accreditation for this training.

Through regular reviews, we hope to identify where on-going training is needed. We try to offer regular training courses designed around the needs of the volunteers.

REFERRALS

Referrals are taken from Voluntary and statutory agencies, and health professionals. Self-referrals are taken but only if a mental health problem has been identified. A simple application form is filled in first, followed by a visit to the prospective client by the Co-ordinators and a representative from the referring body (where possible). Upon a client being accepted and a Befriender assigned, a co-ordinator will oversee the first meeting.

ON-GOING SUPPORT FOR THE PARTNERSHIPS

On-going support for the partnerships as they develop is an important part of the Scheme. Regular reviews will take place and the Co-ordinator will be on hand at all times for guidance and support. Evaluation and monitoring procedures are in place so complaints and queries can be dealt with efficiently and quickly.

A FINAL WORD

This guide to the Befriending Scheme is designed to cover your initial questions. However, if you would like to know more about the Scheme, please contact the Scheme Co-ordinators:

Pauline Thompson and Margaret Brown

Telephone: (01302) 812486

DONCASTER MIND BEFRIENDING SCHEME

VOLUNTEER ROLE DESCRIPTION

1. The role of the Befriender will be based upon the needs and wishes of the individual partnerships, which will be examined at the first meeting between the volunteer, client and Co-ordinator.
2. The needs and wishes of the client will vary and if acceptable to both will be taken at a pace that is comfortable to both.
3. It is important to note that there are certain roles that a volunteer will never be asked to undertake as a Befriender:
 - a) They will not be expected to take on the role of a health care professional and they will not be expected to put themselves at risk.
 - b) They will not be expected to give a client their home address or telephone number, and should only give out the information they wish and meet only where they feel comfortable.
 - c) “Boundaries” will be discussed with regard to the befriending agreement on the initial visit and will be recorded in the presence of the Befriending Co-ordinator.
 - d) In the event of an emergency contact numbers will be available.
4. Volunteers will be expected to attend training and induction courses.
5. On-going training and support meetings will take place and volunteers are asked to attend.
6. **Equal Opportunities**
The service provided by Doncaster Mind Befriending Scheme is committed to Equal Opportunities. This means that everyone is treated equally and will not be discriminated against based on subjective criteria.
7. **Complaints Procedure**
If for any reason a complaint is made about the Befriending Scheme, a formal procedure can be followed. The Befriending Co-ordinator will ensure everyone concerned is fully aware of the complaints procedure and relevant documentation.
8. **Confidentiality**
To safeguard everyone’s privacy no information, verbal or written will be disclosed without the knowledge of the person involved. Doncaster Mind Befriending Scheme operates a strict code of confidentiality.
9. A volunteer agreement has been produced which both the project and volunteer must read, sign and adhere to on the commencement of the post.

DONCASTER MIND BEFRIENDING SCHEME

VOLUNTEER SPECIFICATION

ROLE TITLE Volunteer Befriender

ROLE PURPOSE To Become part of a successful team of a volunteers who Befriend individuals who have, or have been suffering from mental health problems - in the hope of

- Creating a valued relationship with their client
- Helping their client to improve their self-confidence
- Increase the range of social activities the client gets involved in
- Reduce the clients sense of isolation
- Help their client become part of a wider social community

ACCOUNTABLE TO The Befriending Scheme Co-ordinator

MAIN DUTIES:

- To visit a person at their own home or at an agreed meeting place. All visits will be undertaken under specific guidelines.
- To make a regular, agreed commitment to the scheme – this usually involves a minimum of two hours per week.
- To agree with the client a range of beneficial activities – this can be anything from having a cup of tea and a chat, to getting involved in a college course.
- To work with the Befriending Co-ordinators to ensure that the best and most suitable service is being offered to the client.
- To adhere to the policies of Doncaster Mind's Befriending Scheme.

This post is for a volunteer (unpaid worker). Travel and other expenses are covered by the Scheme

FURTHER INFORMATION

This post would suit people who have an understanding or experience of mental health problems - although this is not essential, as training will be provided.

Befriending is a very individual thing, and the client's specific needs will be discussed with each volunteer.

PERSON SPECIFICATION

Friendly	Sympathetic
Honest	Good listening skills
Caring	Clear time commitment
Trustworthy	

For further details please contact: Doncaster Mind Befriending Scheme

27/29 Netherhall Road

DONCASTER

DN1 2PG

(01302) 812486

Updated March 2009

DONCASTER MIND BEFRIENDING SCHEME

VOLUNTEER SPECIFICATION

ROLE TITLE Time limited - Volunteer Befriender

ROLE PURPOSE AND AIMS

Time limited befriending is aimed at individuals who need support to become part of a wider Community. The clients may be experiencing, or have experienced, mental health problems, but feel that they are ready to move on with their lives, and may need help doing this. Through a 12-week plan, the aim is to work with the client, identifying what is lacking in their social structure, and with the help of the befriender, work towards alleviating isolation.

ACCOUNTABLE TO The Befriending Scheme Co-ordinators

MAIN DUTIES:

Time limited Befrienders work on a set plan with their clients over a period of 12 weeks. The plan will be developed based on the needs of the individual client, and the Befriender will work closely with the Befriending Co-ordinators to develop the plan.

This post is for a volunteer (unpaid worker). Travel and other expenses are covered by the Scheme

FURTHER INFORMATION

This post is particularly suited to individuals that would like to work with a range of different people. It may also suit students that are only able to volunteer shorter periods.

Befriending is a very individual thing, and the client's specific needs will be discussed with each volunteer.

PERSON SPECIFICATION

Friendly	Sympathetic
Honest	Good listening skills
Caring	Clear time commitment
Trustworthy	Out going

For further details, please contact:
Doncaster Mind Befriending Scheme

27/29 Netherhall Road
DONCASTER
DN1 2PG
Tel (01302) 812486

DONCASTER MIND BEFRIENDING SCHEME

VOLUNTEER SPECIFICATION

ROLE TITLE Group Volunteer Befriender

ROLE PURPOSE To befriend small groups who have or have been suffering from mental health problems - In the hope of:

- Creating a valued relationship with their clients
- Helping their clients to improve their self-confidence
- Increase the range of social activities the clients gets involved in
- Reduce the clients sense of isolation
- Help their clients become part of a wider social community

ACCOUNTABLE TO The Befriending Scheme Co-ordinators

MAIN DUTIES:

- To work with a small group of clients (4 to 8) who are on the waiting list for a one to one Befriender, but have identified an interest in joining a group.
- To help build supportive friendships between members of the group
- To make a regular, agreed commitment to the scheme – with group Befriending you may agree to meet for longer sessions fortnightly or monthly
- To work with the Befriending Co-ordinators to ensure that the best, and most suitable service is being offered to the clients.
- To adhere to the policies of Doncaster Mind's Befriending Scheme.

This post is for a volunteer (unpaid worker). Travel and other expenses are covered by the Scheme

FURTHER INFORMATION

This post is particularly suited to individuals that would like to work with a range of people. It may also suit people that have or want group work skills.

Befriending is a very individual thing, and the client's specific needs will be discussed with each volunteer.

PERSON SPECIFICATION

Friendly	Sympathetic
Honest	Good listening skills
Caring	Committed

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DN1 2PG
Tel (01302) 812486

DONCASTER MIND BEFRIENDING SCHEME

VOLUNTEER APPLICATION FORM

(CONFIDENTIAL)

Name _____

Date of birth _____ **Age** _____

Address _____

Home Number _____ **Mobile No** _____

Email address _____

Do you have a car that you would be prepared to use for voluntary work? YES/NO

(If YES, please complete voluntary driver application form attached). (If the answer to this question is NO this will not exclude you from becoming a volunteer>

How did you hear of this scheme?

Hobbies and Interests (It is important that you complete this section as fully as possible as volunteers are linked with clients on the basis of common interests)

Please state briefly why you would like to become a volunteer.

Please indicate what times of your average week you would have available to act as a Befriender (we do require a minimum commitment of two hours per week).

Please give the name and address of two referees (not relatives)

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Signature _____ **Date** _____

EQUAL OPPORTUNITIES MONITORING FORM

Doncaster Mind is committed to achieving equal opportunities in employment, volunteering and all service provision. To help us monitor the effectiveness of our equal opportunities policy, you are asked to complete the following questions. Completing this section of the application form is voluntary and will not in any way affect your application. Please provide the following details by placing an **X** in the appropriate box.

1. Ethnic Origin				
White (please describe)	Black African	Black Caribbean	Black other	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input style="width: 100%;" type="text"/>	
Indian	Pakistani	Bangladeshi	Chinese	Other (please describe)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input style="width: 100%;" type="text"/>

2. Sex Male <input type="checkbox"/> Female <input type="checkbox"/>	3. AgeYears
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4. Sexual Orientation	5. Marital Status
I would describe myself as	
Heterosexual <input type="checkbox"/>	Lesbian <input type="checkbox"/>
Gay <input type="checkbox"/>	Married <input type="checkbox"/>
Bisexual <input type="checkbox"/>	Not Married <input type="checkbox"/>

6. Disability		
Disabled (registered) <input type="checkbox"/>	Disabled (not registered) <input type="checkbox"/>	Not disabled <input type="checkbox"/>

Notes

1. Ethnic origin: Whilst we appreciate that some people, including those of mixed race may not be happy with the classification, we have used those currently recommended by the Commission for Racial Equality.
2. Sex: This is recommended by the Equal Opportunities Commission to monitor under the Sex Discrimination Acts.
3. Age: We are committed not to discriminate on the grounds of age. We need to monitor this commitment.
4. Sexual Orientation: We appreciate that some people may find this question to be an extremely personal one and we would therefore re-iterate that you are under no obligation to answer it.
5. Marital Status: This is recommended by the Equal Opportunities Commission to monitor under the Sex Discrimination Acts.
6. Disability: To monitor our compliance with the Disability Discrimination Act.

DONCASTER MIND BEFRIENDING SCHEME

VOLUNTEER DRIVER APPLICATION FORM

(CONFIDENTIAL)

NAME _____

ADDRESS _____

TYPE OF INSURANCE _____

INSURANCE COMPANY NAME AND ADDRESS _____

POLICY NUMBER _____

VEHICLE DETAILS

MAKE _____

MODEL _____

YEAR _____

REGISTRATION NUMBER _____

ENGINE CAPACITY _____

NUMBER OF DOORS _____

I declare that I will maintain my vehicle in a roadworthy condition

SignedDated

DONCASTER MIND BEFRIENDING SCHEME

(Confidential Document)

REHABILITATION OF OFFENDERS ACT 1974

Because of the nature of the work for which you are applying, this post is exempt from the provisions of Section 4(2) of the Rehabilitation of Offenders Act 1974 by virtue of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975.

All our volunteers need to answer the following questions.

Have you ever been convicted of any criminal offence by a court of law? YES/NO

If YES please give details whether “spent” or not. Only relevant convictions will affect your application.

DETAILS OF OFFENCE

DATE	PLACE	OFFENCE	SENTENCE
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Failure to disclose any criminal conviction could lead to your application being rejected or if you are accepted, to your immediate dismissal if it is subsequently learnt that you have had any criminal convictions.

Signed Date

All information will be treated as confidential. In the event of any deliberate misrepresentation in completing this form, Doncaster Mind Befriending Scheme would no longer accept you as a volunteer.

Thank you for your co-operation in completing this form.