**Who we are and what we do**

JIGSAW Thornbury has a clear vision and mission that all our work contributes towards. This role sits as part of a dynamic, friendly team of around 40 staff, volunteers and trustees, who work together to achieve our charity objectives of **Joining In** **Growing Support Awareness Wellbeing** through a range of services and activities. Our values guide how we work together and make decisions, therefore exemplifying them are a core requirement of this role.

**Our vision** is to empower children and young people with additional needs or disabilities and their families to connect, fit in, and thrive as themselves.

**Our mission** is to support and inform children and young people with additional needs or disabilities and their families, to strengthen their resilience, and raise awareness of their challenges to the wider community to improve inclusion.

**Our charity values** are:

**Community**

We are a family, working together, and connecting and collaborating with others to create change. We are a respected community base, providing a welcoming space to have fun and create shared experiences.

**Empowerment**

We are nurturing and supportive, prioritising wellbeing and empowering people to thrive as themselves. We build skills and confidence in individuals and the community so that they can grow and develop beyond the services we provide.

**Compassion**

We act with kindness and integrity, caring for and supporting each other in an empathetic way. We create relationships based on trust so that everyone can feel valued and respected.

**Uniqueness**

We respect and celebrate difference, creating an environment where everyone fits in. We listen to and respond to individual needs, providing the tools needed to find strength in uniqueness.

**Innovation**

We respond to challenges and opportunities in a creative way, harnessing the passion we have for our cause. We are not afraid to try new things and be leaders for change to ensure we remain relevant to people’s lives.

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Change Control register:

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| ***Date*** | ***Reason for Issue*** | ***Version no*** |
| 01/11/2021 | Initial Issue | 1.00 |
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| 1. | **VOLUNTEER ROLE** | Volunteer Befriender |
| 2. | **COMMITMENT** | Hours and times to suit the volunteer due to the widespread use of the Befrienders. |
| 3. | **ROLE COMMENCES** | September 2022 |
| 4. | **LOCATION** | JIGSAW Venue and other venues depending on which event you are supporting. |
| 5. | **TRAINING** | Induction training including Level 2 Safeguarding and Prevent.  Active listening training.  Peer to peer support training.  Plus any other training deemed necessary |
| 6. | **DBS** | Will be required for this role |
| 7. | **SUPPORTED BY** | Support Services and Activities manager, Volunteer and HR manager, and members of the Family Wellbeing and Support team. |

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| 8. | **PURPOSE OF POST** |  |
| Our befrienders will support isolated and vulnerable parents and carers, acting as a bridge assisting them in attending our activities and groups. This is in order to grow a wider community of support, increase confidence and general wellbeing both for themselves and for their families. They will use active listening skills to build trusting and non-judgemental relationships supporting individuals for a set amount of time until they are confident enough to rely on the relationships they have started to develop with other parents, carers, staff and volunteers to attend groups independently. | | |

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| 9. | **TASKS AND ACTIVITES** | |
|  | 9.1 | Attend activities and use active listening and excellent communication skills to support members of JIGSAW Thornbury who are especially isolated and vulnerable to access our services. |
|  | 9.2 | To introduce the person they are supporting to other members of JIGSAW Thornbury, staff and volunteers and to actively encourage and scaffold the building of relationships with them so that the individual is building a wider network of support. |
|  | 9.3 | Attend events to help raise awareness of the befriender service to members of the public, ensuring that the role is well understood and has a high profile. |
|  | 9.4 | To listen in a non-judgemental and sensitive way to our members. To gain a clear idea of what barriers there are to them accessing support confidently and support them to overcome those difficulties themselves so that they feel empowered and confident. |
|  | 9.5 | To attend relevant training such as safeguarding, peer support and active listening in order to carry out their role effectively. |
|  | 9.6 | To report and record any safeguarding concerns to the appropriate member of staff. |
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| 10. | **RELEVENT SKILLS AND EXPERIENCE** | | |
|  | | 10.1 | Excellent communication skills. |
|  | | 10.2 | Have an open mind and be non-judgemental. |
|  | | 10.3 | High level of emotional intelligence. |
|  | | 10.4 | An ability to enable others. |
|  | | 10.5 | A Lived experience of caring for or volunteering with children or young people with additional needs and/or disabilities is desirable but not essential. |

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| 13. | **EQUALITY, DIVERSITY AND INCLUSION STATEMENT** |
| JIGSAW Thornbury is committed to not just promoting but celebrating equality, diversity and inclusion among our community, and eliminating unlawful discrimination through our organisational values and vision to connect, fit in and thrive as themselves. We welcome applications from all people regardless of race, gender, disability, religion, belief, sexual orientation or age and we are committed to providing reasonable adjustments, flexible volunteering and help and support if needed to apply and volunteer with us.  If you require support please contact us by telephone 01454 567508 or email [volunteer@jigsawthornbury.org.uk](mailto:volunteer@jigsawthornbury.org.uk) | |

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| 12. | **THE REHABILITATION OF OFFENDERS ACT 1974 STATEMENT** |
| This role is exempt from the Rehabilitation of Offenders Act 1974. Applicants are therefore not entitled to withhold information about convictions, which for other purposes are ‘spent’ under the provision of the Act. | |

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| 11. | **SAFEGUARDING AND CHILD PROTECTION STATEMENT** |
| JIGSAW Thornbury are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all volunteers to share this commitment. We are therefore committed to carefully screening all applicants who will volunteer with children, young people and adults with additional needs and disabilities. All applicants will be expected to undertake complete a Self-declaration and Disclosure Form, a Disclosure & Barring Service check and provide references. | |

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| 14. | **VOLUNTEERING BENEFITS** |
| As a volunteer you will be:   * Making a real difference to people’s lives and having a positive impact on the local community. * Learning about a range of issues that affect our families and young people. * Building on valuable skills that can be transferable. * Meeting new people from a range of different backgrounds.   Looking after our team’s mental health and wellbeing is important to JIGSAW. We are a Mindful Employer and have signed the charter for employers who are positive about mental health. The Mindful Employer Plus scheme provides our staff and volunteers with easy access to an independent and confidential advice line service that offers guidance and support on issues both inside and out of the volunteering venue. As a volunteer you will be registered with the Mindful Employer scheme and received an information pack. | |