



Introducing:- Vital Skills in befriending

Befriending Networks has identified the vital skills required by befriending coordinators in 9 key areas:

- **Training for Trainers**
- **Recruitment and Selection**
- **Support and Supervision**
- **Boundaries**
- **Matching**
- **Risk Management**
- **Monitoring and Evaluation**
- **Managing Waiting Lists and Endings**
- **Project Development**

Each of these skills is covered in a half-day training session with the exception of Training for Trainers which is a full day course. (The complete Vital Skills in Befriending course will therefore take 5 days to complete)

Participants can choose to cover all 9 skills at one sitting, or just pick and choose the topics that interest them most.

The notes and handouts that accompany each session build up into a Vital Skills handbook for workers.

Those who successfully complete all 9 sessions are presented with a Befriending Networks 'Vital Skills in Befriending' certificate.

The course is designed to be a comprehensive grounding for new coordinators and a refresher for more experienced workers.

Vital Skills training sessions:-

Training for Trainers

Training needs to be relevant, engaging, dynamic and contemporary for it to be effective. A trainer must have the skills to design and deliver effective training and also have the ability to inspire and motivate their participants. The aim of this intensive Training the Trainer course is to give coordinators these skills.

This day of training will give participants an opportunity to:-

- explore theories on learning and training
- look at the topics that are covered in volunteer induction training.
- learn useful exercises to help explore these topics with volunteers.
- look at course design.
- identify the skills needed and practice the use of self as trainer.

Previous participants said-

- *“Made training real and do-able, not scary as I had thought before this course.”*
- *“The session was well balanced and enjoyable and has given me lots of ideas about how to improve and enhance the training we currently deliver”*
- *“I feel I will be able to plan and facilitate training in a more organised and structured way and one which meets my trainees’ needs”*

Recruitment and Selection

“A befriending service is only as good as its volunteers!” common ground notes.

How do you present the work of your service in a way that appeals to volunteers and how do you know you’ve selected people that can effectively perform the role of befriender?

This half-day of training will give coordinators an opportunity to:

- look at and learn from successful recruitment campaigns
- draft a volunteer role description and personal specification
- define the work that the service does.
- design an advert
- plan a publicity campaign.
- learn and practice interview and selection techniques
- provide feedback to unsuccessful candidates

Previous participants said-

- *“This session has helped me to plan my recruitment campaign and make sure I’ve got all the bases covered”*
- *“This was a well organised course which provided good supporting materials. Excellent!”*
- *“It gave me a clear indication of how to go about these aspects of my work. It will help me with ongoing recruitment, designing publicity and has made me aware of good interview techniques”*

Support and Supervision

“Satisfaction with the support and supervision they receive is a key factor in keeping people volunteering.” The institute for volunteering research

What's the purpose of support and supervision for volunteers? What's the difference between support and supervision and when does support become counselling? Do new volunteers take up all your time? Is it difficult to get experienced volunteers to turn up for supervision? This day's training will help befriending staff identify the different ways of supporting their befrienders and find the balance that suits everyone best.

This half day course will help participants by-

- identifying the purpose of support and supervision for volunteer befrienders and how it helps them in their role
- drawing up an agenda for support & supervision
- exploring the question of how much support and supervision is right for volunteers at different stages of their match.
- identifying the skills that are involved in being a supportive befriending coordinator.
- looking at how to offer support in terms of:- creating a good environment, finding the right time and asking the right questions.

Previous participants said-

- *"This course will help me to provide constructive and focussed support and supervision for my volunteers"*
- *"It's provided me a clear, manageable and thorough agenda, set of guidelines and procedures for supervision"*
- *"It helped me to look at volunteer motivation and how to monitor change. The trainer was excellent, there was a good mix of exercises, information giving and still time to share ideas and experiences"*

Boundaries

"Boundaries are a fundamental, integral part of befriending which link with many other areas of good practice.... Boundaries are a positive element of a befriending relationship with good reasons behind them rather than a negative restrictive idea."

BN(S) code of practice

This course will enable participants to:-

- Examine why boundaries are important within befriending.
- Explore the relationship between personal and professional boundaries.
- Identify how to establish and communicate boundaries within their service.
- Understand why befriendees may test boundaries and why befrienders may change boundaries.

Previous participants said:-

- *"This session helped me clarify the importance of boundaries for myself, my volunteers and my organisation. Lots of useful exercises and tips and a very enjoyable day."*

- *“It was stimulating and excellent. A valuable opportunity to reflect on practice and bounce ideas with other befriending workers”*

Matching

“Matching is the process which links befrienders to befriendees. It involves making informed decisions on the suitability of each person to form a relationship with the other.” BN(S) code of practice

Matching is at the heart of befriending. It’s important to get it right or you risk upsetting clients and losing volunteers.

This half-day session will:-

- identify what information to gather and what information to share.
- look at how much choice is given to clients and volunteers.
- help to clarify and articulate that “gut feeling” around matching.
- give coordinators the opportunity to share and discuss matching procedures with other practitioners.
- discuss the content of volunteer agreements
- identify protocol for that all-important first meeting.

Previous participants said-

- *“This session really reinforced good practice around what is ultimately the basis of the job. It was also thoroughly enjoyable”*
- *“I’ll be making changes to my current approach on the basis of the things I learned today”*
- *“I’ve gained a greater knowledge and understanding, learned about good practice and got advice that is easy to follow and implement”*

Risk Management

Befriending has specific associated risks: it’s done by volunteers, supervised at a distance, takes place in people’s homes or public places and the befriendees are often very vulnerable. However, good risk assessment can and should enable us to feel safe about being adventurous.

Learn how on this half-day course, which:

- reviews national legislation with relevance to befriending.
- highlights the tools which befriending projects can use to influence safety.
- looks at the risk assessment 5 step model and how to apply it to befriending
- discusses the reasons for safety concerns within befriending.

Previous participants said-

- *“This course was really useful in reinforcing the value of using a risk assessment approach to enable activities to be undertaken and enjoyed”*
- *“Risk management sounds difficult and arduous but this course really demystified the topic for me.”*

Managing Waiting Lists and Endings in Befriending

The importance of the handling of endings cannot be underestimated. Unless dealt with appropriately and positively there is the potential for undoing a lot of the good work achieved throughout a befriending relationship. BN(S) code of practice.

By the end of this core skills session participants will have:

- looked at the numbers and types of relationships which a project can feasibly support.
- explored ideas for reducing the number of referrals the project takes.
- highlighted ways of working with people whilst they are on a waiting list
- explored the circumstances in which a project might end a match or its involvement in it.
- identified good practice in ending matches.

Previous participants said-

- *“This training gave me so much to think about, I’ll certainly be going back to my project and discussing it with my colleagues so we can change some of what we do”*
- *“This sessions really helped me to feel more relaxed (ie less panicked) about the situation with my waiting list”*
- *“I loved that the emphasis was on endings being a positive thing if they are managed well”*

Monitoring and Evaluation

“Evaluation is the process of making a judgement about how successful you have been as a project in making the difference you intended to the people you set out to support.

Monitoring involves gathering evidence on an on-going basis to ensure that you are doing what you said you would do.” Evaluation resource pack for befriending & mentoring projects

This half-day’s training will;

- demystify the terminology of monitoring and evaluation.
- instruct projects on gathering both qualitative and quantitative evidence in support of their work.
- learned about and practiced setting outcomes, outputs, baselines and indicators relevant to their projects.
- In addition, each participant will leave with a copy of the “Evaluation resource pack

for befriending and mentoring projects”, which is full of tools, templates, ideas and explanations.

Previous participants said-

- *“I never thought I’d say this about evaluation but I’m actually really excited about going back to my project and putting the things I’ve learned in place”*
- *“An amazing insight into the required elements of monitoring and evaluation”*
- *“A brilliant day, not at all what I expected, it exceeded all my expectations”*

Project Development

Your befriending service is up and running and everything is ticking along fine, you are feeling established in your role, so what’s next? What else could your project be doing?

This half-day will help participants by-

- identifying why and when projects develop and what needs to be in place.
- exploring projects’ readiness to develop in terms of current practice providing safe and competent services.
- exploring how they would assess where future developments might lie.
- identifying how to evidence the need for developments.
- sharing what their projects are doing in addition to one-to-one befriending and why.
- examine at some of the developmental options taken by other befriending projects.

Previous participants said-

- *“It all gave me real food for thought. I’m going to rethink a lot of our processes and develop accordingly. This day has left me feeling motivated and enthusiastic.”*
- *“This session will allow me to take forward and develop new ideas with confidence”*
- *“Knowing how to conduct a feasibility study will help me to know how and when and where to expand or develop my organisation, the trainer kept the explanations so clear it was impossible to get lost”*