



Volunteer Role Profile

The volunteer role at Pace is a befriending role.

Befriending is

“A voluntary mutually supportive relationship in which an individual gives time and support to another to enable them to make changes in their life “

Role description

To provide emotional support to parents who are, or have been engaged with Pace support and who have been affected by CSE. This support is to offer a listening ear thereby increasing resilience and decreasing isolation.

The volunteer befriending role offers parents and carer's additional face to face or telephone support. This role enables parents to offload and have a sounding board for any difficult feelings that they are experiencing.

All our volunteers are vetted and attend a robust two day volunteer induction programme.

The main skill sets that volunteers will need are as follows,

1. Empathic listening skills-

This involves the befriender to actively listen to parents and fully engage themselves into a listening role in order to support them. Over the years at Pace we have recognised receiving such support increases parents resilience and self-esteem. It is very important that parent's voices are heard and that they feel listened too. Parents may at times be distressed and you will need to be skilled in dealing with people in this situation.

Listening support,

Listening support involves using effective communication skills to enable parents express their thoughts and feelings about the impact of CSE both on themselves and to their families.

Listening support involves:

- Active listening to show they have been heard
- Reflecting back what people say to show that they have been understood
- Positively challenging guilt and self-blame, and expressing compassion, concern, and empathy

2. Understanding of and respect for parents affected by Child Sexual Exploitation -

Befrienders undertaking a support role need to both understand and respect a parent's journey with their child through CSE. This involves a non-judgmental approach towards parents and what they have experienced. This will also require an empathic approach from befrienders, and have a positive and supportive attitude to parents.

- Conveying a sense of positive regard for the parent
- Demonstrating respect and a non-judgemental approach to the parent and their situation
- Identifying, affirming and encouraging parents capacity to cope in the future

All potential volunteers need to have experience in one of the following areas working with families, an excellent understanding of CSE/Sexual Violence, and experience of using counselling skills in a paid or unpaid capacity.

3. Activity Records

Written records of each contact with parents will need to be completed and returned to the volunteer coordinator.

4. Work required

- Minimum of two hours per week
- To provide emotional support to parents by employing empathic listening skills and a non-judgemental positive attitude to affected parents
- To work within Pace's policies at all times
- To have bi-monthly supervision
- To complete the activity records

It is important that volunteer befrienders are warm, empathic, able to cope with stress calmly, and understand the unique ethos of Pace.