



# Role Description

## BEFRIENDING VOLUNTEER

### Organisation Description

Burning Nights CRPS Support is a UK charity working to improve life for all those affected by Complex Regional Pain Syndrome (CRPS).

We raise awareness about CRPS amongst the public, health and legal professionals by providing awareness sessions, so diagnoses can be made quicker and treatment started more rapidly. We also offer support and information through a number of volunteer-led services, including an evidence-based website, support helpline, online forum, email and social media support, annual conference and regional support groups. More recently, we have launched our CRPS Counselling and Virtual Befriending services, which have been met with an enthusiastic response.

Charity Reg No. 1166522 (England & Wales)

### Location

Online / Remote volunteering

### Area of the Charity

Virtual Befriending Service

### Number of Hours per week Required

Minimum 4 hours per week, mostly during office hours. This includes the virtual befriending sessions and additional administration tasks for a minimum of 2 clients.

You are not under any contract to perform these tasks nor are you under any obligation to carry out this role. There are no set hours or days for this voluntary role. It is only as and when you are able to volunteer.

### Minimum Commitment

Minimum of 6 months commitment.

**Burning Nights CRPS Support** (Working to improve life for all those affected by Complex Regional Pain Syndrome (CRPS))

**Registered Address:** 1 Alder Brook, Chinley, High Peak, Derbyshire SK23 6DN

**Tel:** 01663 795055

**Email:** [support@burningnightscrps.org](mailto:support@burningnightscrps.org)

**Web:** [www.burningnightscrps.org](http://www.burningnightscrps.org)

**Charity Registration Number 1166522** (England & Wales)

## Main Purposes of the Role

To help those who sign up to the Befriending Service to feel more connected and less lonely. Befriending clients are most likely to be CRPS patients themselves, but the service is also open to friends, family and caregivers as well. The service aims to support anyone who is affected by this condition.

As a befriending volunteer, your role will involve a 40-minute call per client per week at a mutually agreed time, for up to 12 weeks or calls (depending on any holidays or sickness). Calls can take place either by telephone or on Zoom video, as per the client's preferences.

A befriender should encourage communication and confidence whilst practising empathy and understanding. It is crucial to have good listening skills and have the ability to withhold judgement. A befriender should support their client with knowledge of CRPS, although befriending calls are not exclusive to the topic of CRPS.

In addition to the weekly call, volunteer befrienders are to update and maintain the Charity's CRM database and ensure that client records are up-to-date.

## Key Tasks and Objectives

- Providing one-to-one virtual befriending calls, either over the telephone or via Zoom video
- Volunteers are required to take on a minimum of 2 clients at any one time
- Maintain and regularly update the client database, including the dates of attendance for sessions
- Project monitoring, creating, reporting and outcomes evaluation procedures
- Participating in volunteers' meetings (you must attend at least 2 meetings per 12 months)
- Maintaining client confidentiality, upholding data protection and equal opportunities principles

## Key Skills or Qualifications

### Essential:

- Valid DBS certificate (Enhanced) – We ask that volunteers' DBS checks are renewed every two years and the Charity will cover the cost of renewal, if required
- Ability to respect and maintain confidentiality and securely manage personal data
- Knowledge of Complex Regional Pain Syndrome (CRPS) and/or chronic pain
- Empathetic and non-judgmental character
- Good communication skills
- Reliable and trustworthy

## Desirable:

- Previous experience of working with clients who suffer from CRPS or chronic pain
- Committed to sharing our values
- Willing to develop skills and experience
- Enjoy working as part of a team
- Effective administration, planning and organisation skills
- Ability to use own initiative
- Approachable
- Presentable
- Enthusiastic

## Key Benefits

- You will be a part of our small, friendly, forward-thinking charity team, focused on reaching people affected by this rare, painful and debilitating chronic pain condition and to provide them with a friendly call whether they are patients, loved ones or carers
- As this is a new service that the charity is still expanding, you will have a key role in helping to develop a befriending programme that will complement the other support services that we offer
- This is a fantastic opportunity for you to make a real difference in someone's life which is already isolated and painful, who may not have any other opportunities with social interaction or links to the CRPS community
- You will join the charity during a critical and challenging period and your compassion and experience will be invaluable to our success
- You will have a key role in growing our befriending service and ensuring that we can continue to provide friendship and comfort to vulnerable and isolated members of the CRPS community
- With your help we will expand our support services to ensure our service users receive the vital link to the wider community and support that they may not have been offered



## Training and Support

- Full induction to our organisation
- Relevant and ongoing training for your volunteer role, with costs covered by the Charity
- All volunteers who work directly with clients are required to complete courses in: Suicide Awareness, Suicide Prevention, Mental Health Awareness, Self-Harm, and Safeguarding
- Regular updates on charity activities
- Support, advice and guidance from Charity team
- Regular peer support meetings with the charity and wider befriending team
- After 3 months volunteering, all volunteers are eligible for courses (reasonable cost)

## How To Apply

If you think you could be the person we are looking for, we would love to hear from you. We invite anyone to apply for our volunteering opportunities, regardless of ability or experience.

To find out more and register your interest, you can fill out the application form on the Burning Night CRPS Support website or get in touch by phone or email.

Please note that you will be asked to send a copy of your CV before interview and all volunteers are subject to two reference checks. All volunteer roles that involve interaction with vulnerable service users require an up-to-date DBS check, which the Charity will cover the cost of.

## Contact information

Tel: 01663 795 055 (UK)

E: [admin@burningnightscrps.org](mailto:admin@burningnightscrps.org) / [victoria@burningnightscrps.org](mailto:victoria@burningnightscrps.org)

W: [www.burningnightscrps.org](http://www.burningnightscrps.org)

A: 1 Alder Brook, Chinley, High Peak, Derbyshire SK23 6DN (UK)

