

Volunteering

Befriending Volunteer

Organisation: Mind in Harrogate District

Role type: Volunteer (18+)

Location: Harrogate/Rural (Based office hours 9am-6pm Mon-Fri)

Time commitment: Minimum of 6 months commitment. Hours to be discussed (min of 2 hours per week)

Role Purpose

Many people in our community experience **loneliness, isolation, and the impact of mental health challenges**. As a Befriending Volunteer, you will offer consistent, compassionate companionship to help someone feel less alone, more connected, and more confident in their everyday life. Your presence can be the turning point that helps someone rediscover hope, purpose, and a sense of belonging.

Key responsibilities

Provide **regular one-to-one companionship** through weekly meet-ups, walks, café visits etc.

- Offer a **safe, non-judgemental space** for conversation, listening, and emotional support.
 - Encourage and support individuals to **reconnect with their community**, whether through hobbies, social groups, or gentle outdoor activities.
 - Help reduce feelings of **loneliness and social isolation** by building trust and meaningful connection.
 - Maintain clear boundaries, recognise and escalate any Safeguarding concerns in line with Minds policies and procedures
 - Keep brief notes of visits and share any concerns with the Befriending Coordinator.
 - Follow Mind in Harrogate District policies, including Safeguarding, GDPR, Confidentiality, Health and Safety, Equality, Diversity and Inclusion policy
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Skills and Qualities

- A warm, empathetic, and patient approach
 - Strong listening skills and a genuine interest in people
 - Reliability and consistency — someone who keeps their commitments
 - Respect for people from all backgrounds, identities, and experiences
 - An understanding of mental health challenges (lived experience is welcome)
 - Willingness to attend training and work within Mind's values and guidelines
 - Willingness and ability to work flexibly and potential travel across the Harrogate district depending on the matching process
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Training and Support

Mind in Harrogate District will provide:

- Mental Health awareness training (mandatory every 3 years)
 - Safeguarding training (Mandatory every 2 years)
 - We run quarterly volunteer forums which will include guest speakers and additional training. These are essential to attend
 - Comprehensive initial training, including listening skills, boundaries and safeguarding
 - Ongoing supervision and support from experienced staff
 - A supportive volunteer team environment
 - Support for your own wellbeing with personalised 1-1
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Safeguarding and Confidentiality

This role involves working with vulnerable adults. Volunteers must always follow safeguarding, GDPR and confidentiality policies at all times. A DBS check will be required.

What You'll Gain

- The opportunity to make a real difference in your local community

- Experience in mental health support and volunteering
 - Ongoing support and development opportunities
 - Access to Minds staff and volunteer 24/7 confidential telephone counselling support
 - Mileage paid for travel expenses
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Making an application

- Complete this application form and select Befriending [Volunteer Application Form - Mind in Harrogate District – Fill in form](#)
- If you would like any further information about the role you can email carla@mindharrogate.org.uk or call the office on 01423 503335