BondinG

Facilitating intergenerational solidarity and learning through building friendships between youngsters and elderly

Module I
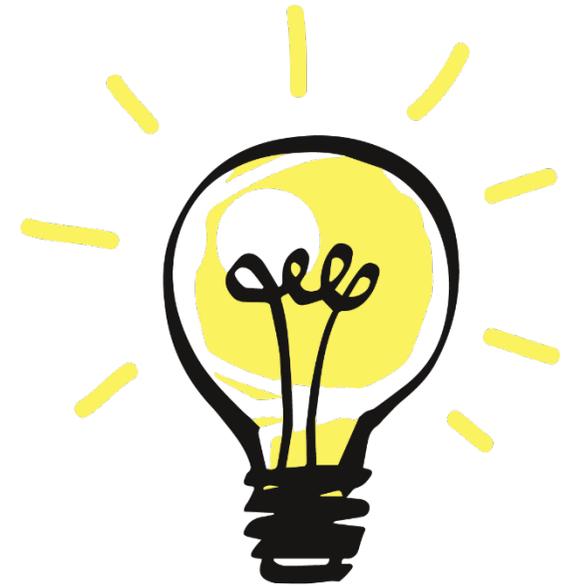# 2. Running the befriending service

1. Learn how to recruit and select volunteers;

2. Understand how to manage and motivate volunteers;

3. Learn how to assess potential befriendees;

4. Get to know how to match befrienders and befriendee on the basis on their characteristics, interests and needs.

A volunteer is someone who decides to commit part of his or her free time to make himself or herself useful for other people or for a good cause, doing so spontaneously and without any remuneration.

Although at the basis of the volunteer's action is the solidarity and an intention to benefit the community, it must be underlines that the volunteer represents the association or organisation and often has to deal with elderly and vulnerable people.

That's exactly why it is crucial to **implement a proper and careful selection process!**

1° STEP
ANALYSIS OF THE ORGANIZATION AND DEFINE THE VOLOUNTEER PROFILE

*Pic by mohamed Hassan, Pixabay*

CANDIDATE PROFILE

In order to outline the profile of the ideal candidate, it's important to make a **good analysis** of:

- the **organisation** and
- the **local community's needs.**

Needs mapping can be done by investigating the following questions:

➢ *What are the association's and local community's need?*
➢ *What personality characteristics should the voolunteer have?*
➢ *What aptitudes and personal skills should he/she have?*
➢ *What interests and motivations should he/she possess?*
➢ *What educational and/or experiential background should he/she have?*
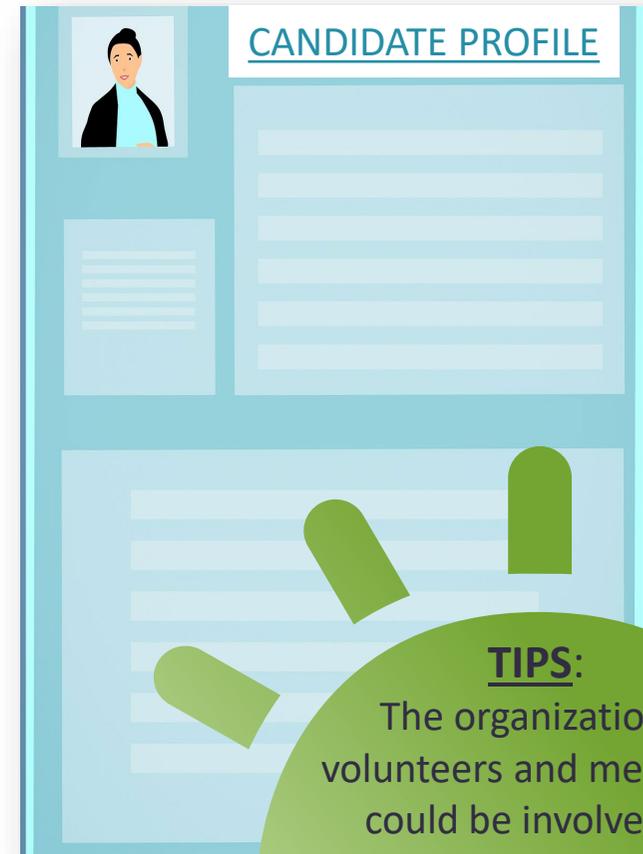
TIPS:
The organization's volunteers and members could be involved in association's needs analysis and volounteer profile outlining through interviews and discussion groups

1   2   3   4   5

1° STEP
ANALYSIS OF THE ORGANIZATION AND DEFINE THE VOLOUNTEER PROFILE

Based on the profile of the volunteer developed during the analysis phase, it may be useful to prepare a **synthetic profile** to be used during the interview with the candidate.

The synthetic profile is a table which helps to investigate each aptitude investigated during the interview and to make a quantitative note of it by means of a measuring scale.

Exemple of **Synthetic profile**

Candidate's name and surname:		Role:		Date:	
Attitude	1	2	3	4	5
Empathetic communication					
Relational skills					
Handles stress calmly					
Self-aware					

1   2   3   4   5

2° STEP
PUBBLICATION OF ADVERTISMENT

Informative and eye-catching **post**, **story** or **video** on **social networks**

Publicity Flyers and posters
(in schools, universities, sporting centers, libraries, youth aggregration centers…)

Word of mouth

Organise or partecipate **webinairs, conferences and seminars**

Local press, local radio, website

How to advertise

Organise an **open day** in the association or organisation

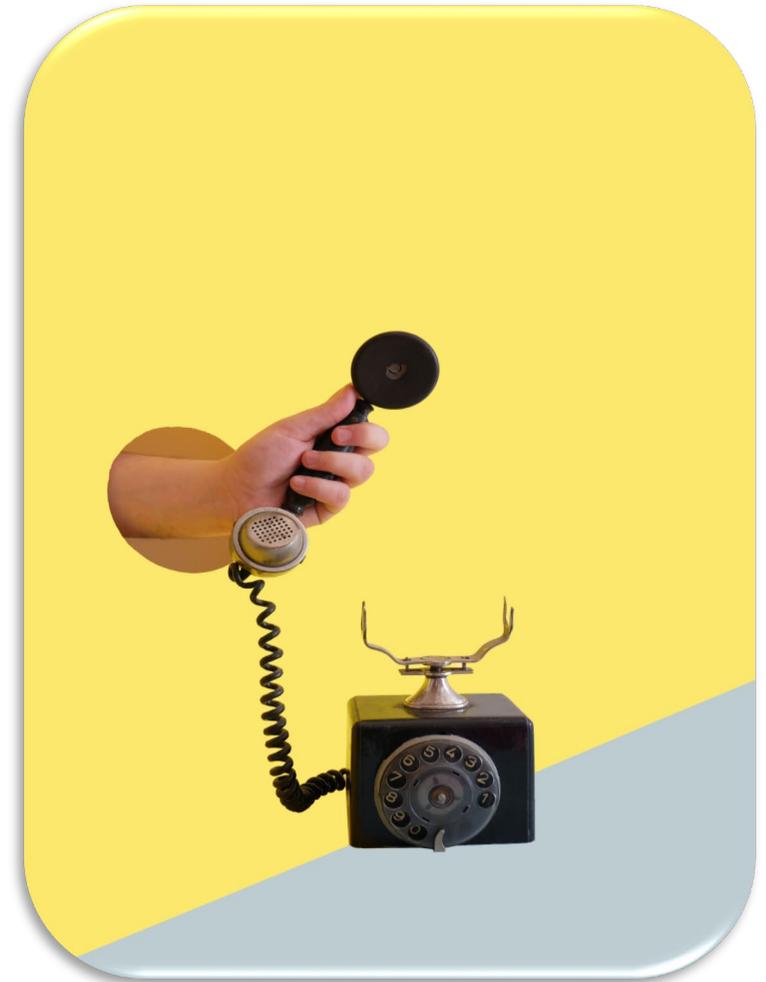① ② ③ ④ ⑤

3° STEP
FIRST CONTACT WITH CANDIDATES

The first contact is an initial informal discussion usually by phone or email.

During the first contact it's important to:
➢ Briefly **introduce** yourself;
➢ Provide **information** about the association or organization and some **mention** of the befriending service;
➢ Explore the **authenticity of the candidate's interest.**

If the candidate potentially fits with the volunteer profile, you can:
✓ Schedule an **interview**;
✓ Send him/her the **Application Form** to collect vital information and formalize the selection process

Pic by Elena Koycheva on Unsplash

Resource:
Download here the
Application Form Template

| 1 | 2 | **3** | 4 | 5 |

4° STEP
THE INTERVIEW

The interview can be individual or in group and the objective is to check **whether the candidates match the ideal candidate profile**.

General structure

1. Start by providing information about the association or organization and about the befriending service;
2. Invite the candidate to describe him/herself;
3. Investigate the presence of the characteristics, attitudes, skills and competences foreseen in the volunteer profile;
4. Propose practical exercise or simulation;
5. Close the interview and greet the candidate;
6. Process the collected data.
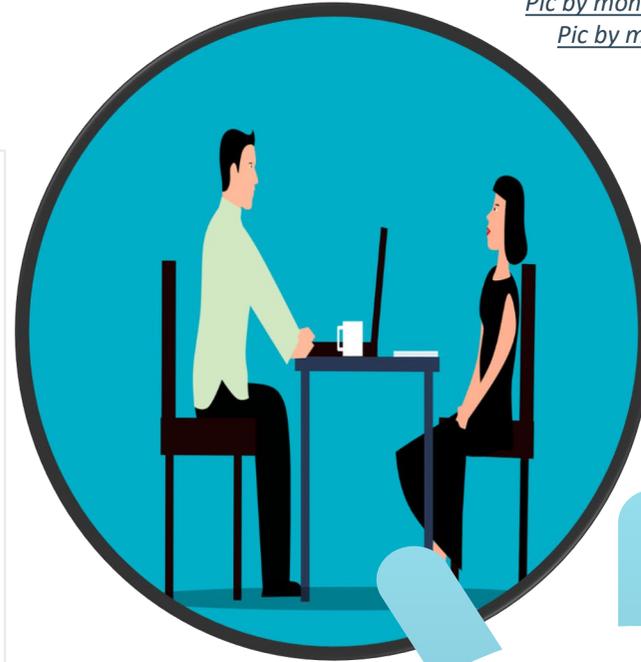
TIPS:

1. prepare a list of questions, prefer open questions;
2. prepare a synthetic profile;
3. take notes during the interview;
4. practice active listening and pay attention to the candidate's non-verbal language.

1   2   3   **4**   5

4° STEP
THE INTERVIEW

The **Individual interview** is a meeting during which the association or voluntary organisation and the candidate volunteer get to know each other and verify their mutual interest in working together.

The individual interview allows more attention to be paid to the candidate and acquire more personal information about him/her.

Can be carried out online or face to face.

Pic by mohamed Hassan, Pixabay

1   2   3   **4**   5

4° STEP
THE INTERVIEW

The **Group interview** is a type of interview in which several candidates are involved (often 8).

It's particularly suitable for young people and the voluntary sector in which personal skills are more important than experience.

Objectives

- Observe how candidates interact with each other within a relational context;
- Observe how they work in a team;
- Observe their interpersonal and mediation skills.

Structure

1. short individual presentation;
2. assignment of tasks or problems to be solved (e.g. role play).

Pic by Clker-Free-Vector-Images, Pixabay

1 2 3 **4** 5

1. HOW TO RECRUIT AND SELECT VOLUNTEERS

4° STEP
THE INTERVIEW

Areas to be investigated during the interview:

- Educational Background and volunteer/work experiences
- Motivation
- Personality characteristics
- Practical aspects (hourly availability, willingness to move around...)
- Interpersonal skills and attitudes
- Interests and expectations

1 2 3 **4** 5

Pic by mohamed Hassan, Pixabay

5° STEP
THE SELECION

Immediately after the interview, it is useful to write a brief summary noting the most relevant answers, information, observations and personal impressions.

TIPS:

- Choose on the basis of the candidate's attitude not so much of their skills and experiences. It is easier to change skills than attitudes!
- Keep the future in mind while choosing.
- Look for diversity. Diversity among candidates is an added value.
- Remember that the most important aspect is to ensure the safety of the recipients of the befriending activity.

Pic by mohamed Hassan, Pixabay

1   2   3   4   5
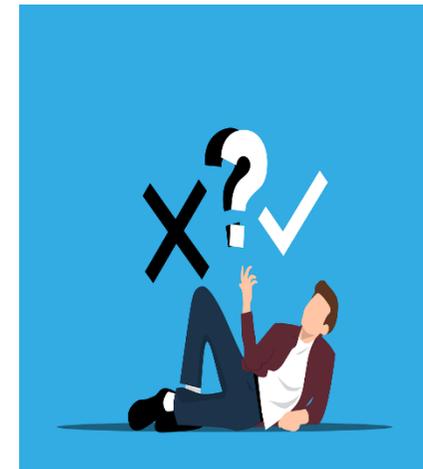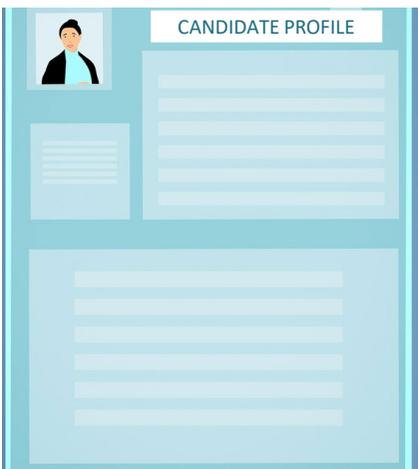
1. HOW TO RECRUIT AND SELECT VOLUNTEERS

Review

Cards – Front Side

Cards – Back Side

Analysis of the organisation and volunteer profile	Pubblication of advertisement	First contact	Interview	Selection

NOW IT'S YOUR TURN!

o Try to create a post, story, video or flyer or a communication campaign to advertise your befriending service and recruit volunteers.

o You can use an editing app or online software, such as Canva www.canva.com

o Send us by email what you have produced. The best works will be published on the project website.

Some examples from Canva:
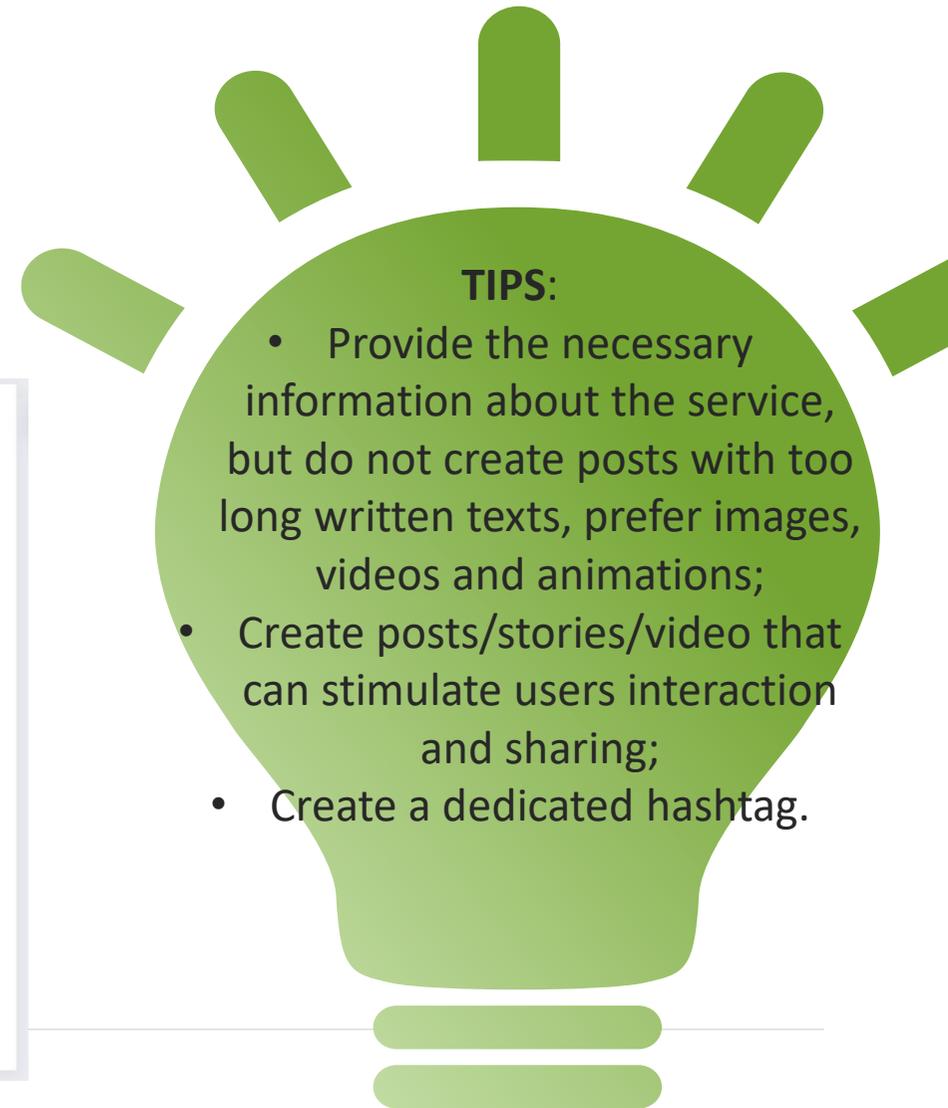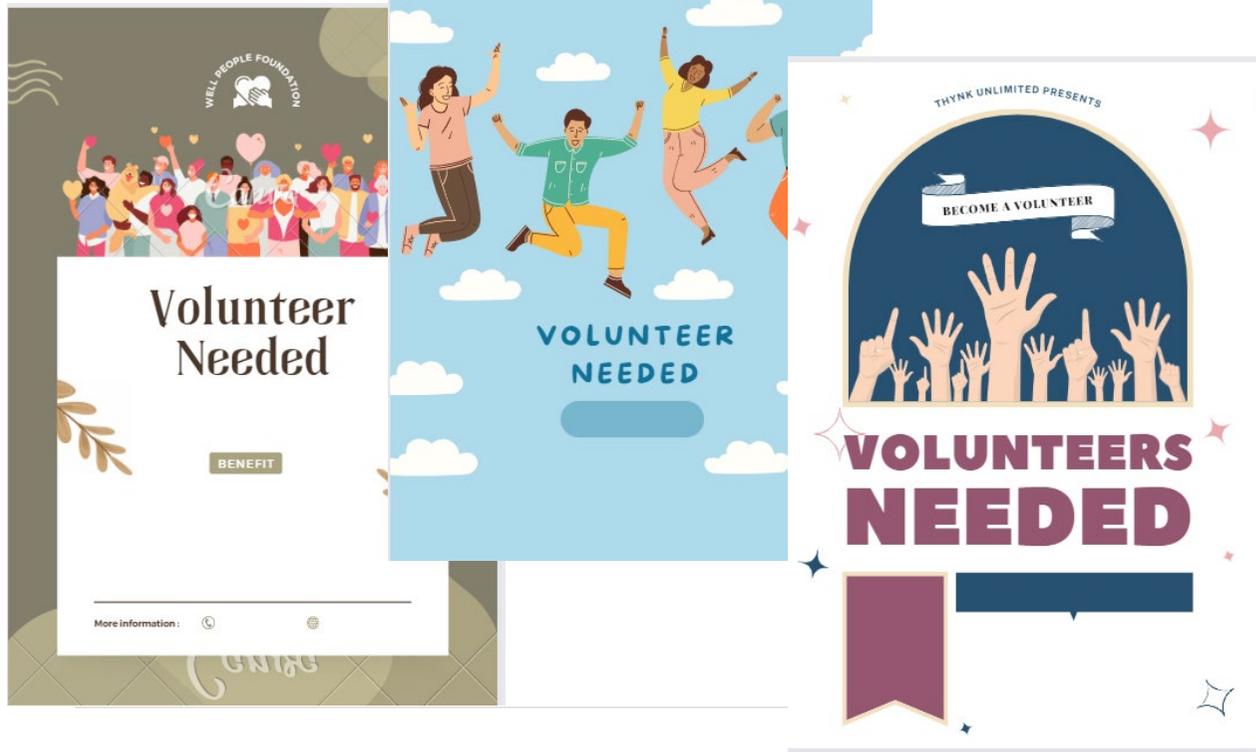
TIPS:
- Provide the necessary information about the service, but do not create posts with too long written texts, prefer images, videos and animations;
- Create posts/stories/video that can stimulate users interaction and sharing;
- Create a dedicated hashtag.

NOW IT'S YOUR TURN!

Write a list of questions you might ask during an interview, being careful to investigate all areas of interest.

Pic by mohamed Hassan, Pixabay

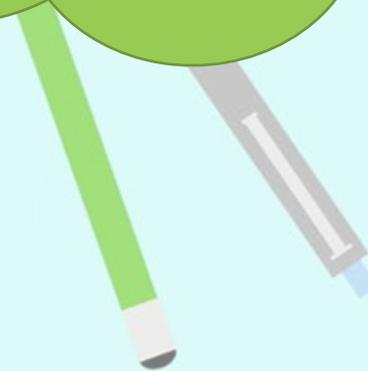Once the recruitment phase is concluded, it is very important that time is devoted to the **proper management of volunteers** and their activities. The correct management of volunteers allows on the one hand to support and motivate them continuously and on the other hand to enhance their work and make the volunteering experience a real experience of personal and professional growth.

The **volounteers management and motivation** are **aimed** to:
➢ finding a meeting point between the **aspirations of the volunteers** and the **needs of the association;**
➢ fully understand the **motivations** of volunteers in order to nurture them in case of disaffection;
➢ promote the volunteers' sense of **responsibility;**
➢ improving the **quality of work.**

It's important that there is a person within the association/organization who looks after the volunteers, supporting them in their induction, training and growth.
This person could be a more experienced befriender acting as a **mentor and supervisor**, in a peer support perspective. A mentor or supervisor figure can benefit both the volunteer and the recipient.

2.1 ORIENTATION AND PLACEMENT

After the selection interview, an in-depth orientation and placement interview is conducted with the selected volunteers.

Objectives:

1. provide **more detailed information** about the association (vision, mission, values, history, organisation chart…) and the befriending service;
2. finding a **meeting point** between the needs of the association and the interests and availability of the volunteer.

It's good practice to write a **«Volunteer Agreement»** that defines:
- the role of befriender,
- their responsabilities towards the organisation,
- the organisation's responsabilities towards the befriender,
- which activities are safe and appropriate for befrienders and befriendees.

Image Tab 2

Image Tab 3

Image Tab 4

1.

2.

3.

4.

2.2 TRAINING

The **training** should be considered as a continuous cycle of **provision, verification and updating** of the training provided according to the following phases:

It is useful to **periodically analyze** the volunteers' training need, not only in the induction phase.

ANALYSIS OF TRAINING NEEDS

Detect if the course **fulfilled the training needs** and that the training was **interesting**

ASSESSMENT OF RESULTS

PLANNING AN EDUCATIONAL PATH

Plan a **personalized educational path** with a view to continuous training.

TRAINING

Prefer experiential training with many **practical exercises** and role plays.

Image Tab 3

Image Tab 4

1.

2.

3.
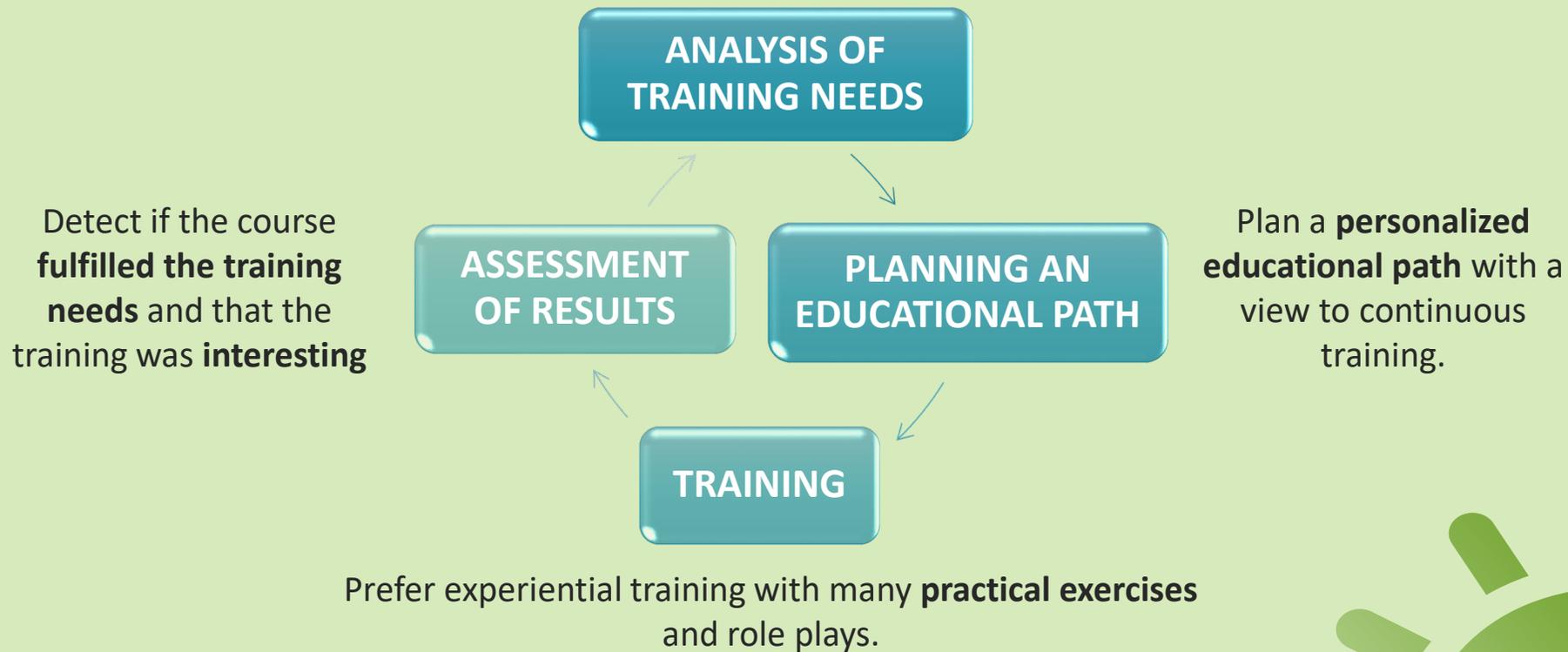
4.

TIPS:
Update the volunteer's personal sheet with the trainings carried out

Support and supervision can be provided through:

1to1 SUPPORT AND SUPERVISION

- Enables the creation of a personal relationship between volunteer and supervisor;
- Specific issues concerning the relationship the befriender has with his befriendee can be explored in depth;
- 1to1 sessions should occur every three/six months.

GROUP SUPPORT AND SUPERVISION

In addition to 1to1 session can be very useful to conduct group support and supervision sessions to:
- Discuss common issues;
- Promoting team building;
- Encourage mutual support;
- Feeling part of a group.

TIPS:
Create a digital register in which each volunteer keeps track of their activities

Image Tab 4

1.

2.

3.

4.

The **group and peers** play a crucial role in **supporting** and **motivating** volunteers.

Self-efficacy

Membership

Success

Feeling part of a meaningful group.

Having responsabilities within the group.

Achieving results together with the group.

Motivation

1.

2.

3.

Image Tab 4

4.

2.4 VOLUNTEERS RECOGNITION

Recognition of the volunteer's work is a key element in sustaining volunteer motivation and the quality of their work over time.

How?

- Don't forget to **thank** the volunteers for their commitment;
- Set **specific moments of celebration** (1-7 November- Befriending Week; 1-7 June Volunteers' Week) and entertainment (dinners, banquets, snacks) involving volunteers during which you have the opportunity to congratulate them on their contribution;
- Send a birthday card to volunteers;
- Send a monthly or quarterly newsletter;

- At the end of the year you can **reward** volunteers with a certificate or with a gadget that can be worn (t-shirts, pins).

Gadgets have a twofold effect, in addition to being rewards they facilitate the recognition of oneself and others as part of the same meaningful group.

1.

2.

3.

4

In parallel with the recruitment of the volunteer befriender, the assesment of the **elderly befriendee beneficiary** of the service can be carried out.

The assessment should be carried out through the following actions:

BEFRIENDEE

1 Define the potential Befriendee group and the inclusion criteria

2 Adequately publicise the befriending service by also making contact with other local organisations

3 Carry out face to face assessment with potential Befriendees

3. BEFRIENDEE ASSESSMENT

The assessment should be face to face and you can also involve a member of the befriendee's family.

The **objectives** of the assessment are to:

➡ **Get to know the potential Befriendee:**
- get to know their life story (work, hobbies, interests, family...);
- verifies the presence of the inclusion criteria;
- make sure he/she wants a befriender;
- explore her/his preferences regarding the matching;
- ask what she/he would need;
- find out what she/he would to do with the befriender;
- discover how often she/he would like to meet/call the befriender.
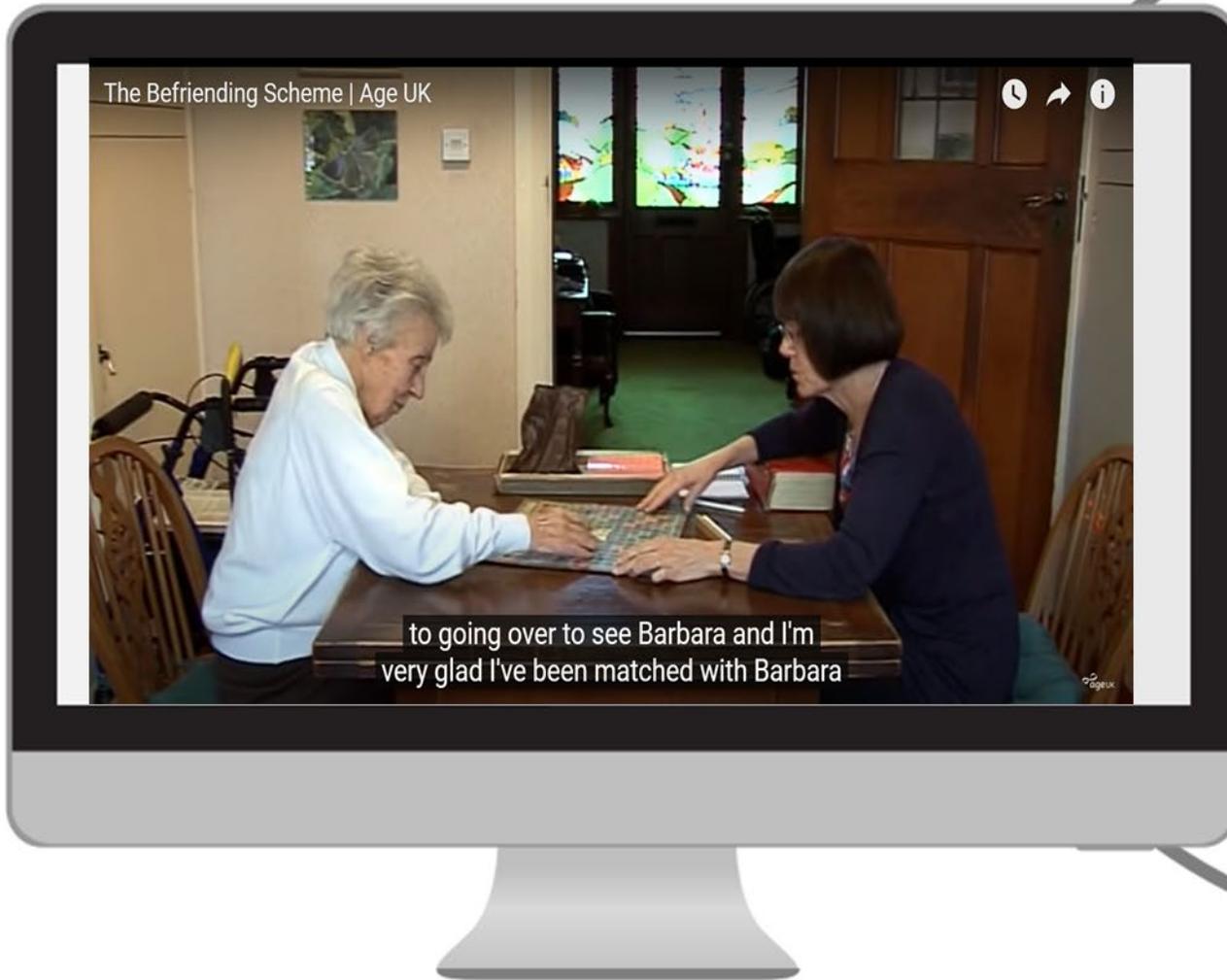
➡ **Provide important information** (provide this information also in written format)**:**
- About the organization/association;
- About the befriending service, specifically clarify what are and what are not the activities of the befriender.

➡ **Fulfill organisational aspects:**
- Assessment of the risks associated with the potential befriendee;
- Befriendee signs the Befriendee Agreement.

The Befriending Scheme | Age UK

to going over to see Barbara and I'm
very glad I've been matched with Barbara

Click here to see a video about an exemple of successful matching on YouTube.

Basis on the video, reflect now on the following questions:

The Befriending Scheme | Age UK

to going over to see Barbara and I'm
very glad I've been matched with Barbara
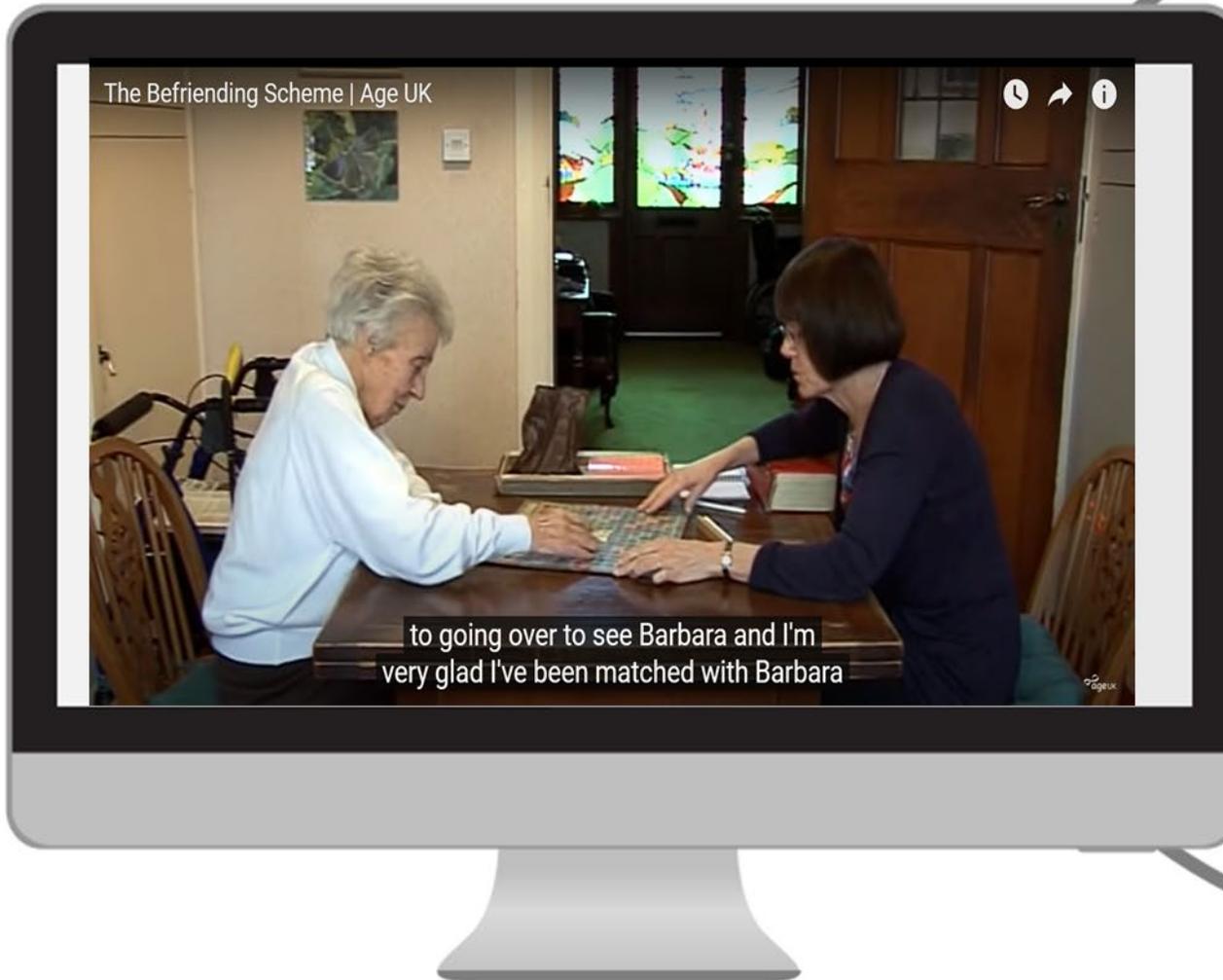
What **benefits** has the service brought to the befriender and befriendee?

What is important to consider when making **matches**?

How can it be verified that befriender and befriendee **matching is right**?

4 . MATCHING BEFRIENDERS AND BEFRIENDEES

Matching is a decision-making process that determines which befriender will work with which befriendee based on the suitability of each person to form a relationship with the other. This decision is taken by the coordinators.

Objectives:

- promote the consolidation of good relationships;
- trying to meet the needs and expectations of both the befriendee and the befriender.

In-depht Knowledge	Matching Motivations	Social events	Matching	Evaluation
An in-depht knowledge of both befriender and befriendee.	Create a written document with the reasons behind the possible matching and initiate a group discussion involving the other coordinators.	Social events enable an informal meeting between befrienders and befriendees and coordinators can observe how they interact with each other.	Aspects to be considered: • Personality attitudes; • Experiences and skills; • Common interests; • Safety of the parties; • Needs and expectations.	It's important to periodically assess the quality of matching (every 3 or 4 months).

4 .1 DIFFERENT TYPE OF MATCHING

Fixed-Term Befriending	Open-Ended Befriending	Successive Befriending
A befriending relationship that has a predetermined duration.	**A befriending relationship that continues as long as the parties wish.**	It's a combination of the two previous models. Begins as a fixed-term befriending relationship and if the befriendee wishes, it may continue. It enables the befriendee to meet different befrienders, reducing dependency.
More suitable for befriendees experiencing a specific and transient life event.	More suitable for befriendee living long term condition. The relationship can develop gradually without any time pressure.	
It's easier to find befrienders. Shortening waiting lists		

Assessment Quiz

Multiple Choice Questions

QUESTION 1: *In order to outline the volounteer profile it's important to:*

Possible answer(s)	1. Prepare a synthetic profile 2. Analyse the organisation and local community's needs 3. Publish the advertisement 4. Conduct a group interview
Correct answer(s)	*2*
Response to correct answer(s)	Good job! Your answer is correct.
Response to wrong answer(s)	Not quite right. The correct answer is "2".

Multiple Choice Questions

QUESTION 2: What are the main factors that can increase befrienders' motivation?

Possible answer(s)	1. A friendly befriendee and a good economic compensation 2. The opportunity to make a career, self-efficacy and success 3. Self-efficacy, membership and success 4. Membership, success and social events
Correct answer(s)	*3*
Response to correct answer(s)	Good job! Your answer is correct.
Response to wrong answer(s)	Not quite right. The correct answer is "3".

Word arrangement

3. Put the following steps in order

Selection | First contact | Pubblication of advertisement | Volounteer profile | Interview

Volounteer profile-Pubblication of advertisement-First contact-Interview-Selection (Right arrangement)

Training | Assessment of the results | Planning an educational path | Analysis of the traning needs

Analysis of the training needs- Planning an educational path- Training- Assessment of the results (Right arrangement)

Befriendees assessment| Define the potentential Befriendee group and inclusion criteria | Publicise the Befriending service

Define the potential Befriendee group and inclusion criteria- Publicise the Befriending service- Befriendees assessment (Right arrangement)

Matching | Social events | Matching motivations | Evaluation | In depth knowledge

In depth knowledge- Matching motivations- Social events- Matching- Evaluation (Right arrangement)

Note: *Word limit: 10 words* **Example:** *https://bit.ly/3qj16Zi*

4. Type the correct answers in the boxes

1. The table that showing the quantitative level of each aptitude investigated during the interview is called *Synthetic Profile*

2. The *interview* can be individual or in group.

3. The decision making process that determines which befriender will work with which befriendee is called *matching*

True / False Questions

QUESTION 5: *The objectives of the evaluation of potential befriendee are get to know the potential Befriendee, provide important information and fullfill organizational aspects.*

Possible answer(s)	1. True 2. False
Correct answer(s)	*True*
Response to correct answer(s)	Good Job! Your answer is correct.
Response to wrong answer(s)	Not quite right. The correct answer is "True"

4. Links the three types of matching to their correct definition

Elements to Drag

Drop positions

A. Open-Ended Befriending

1. A befriending relationship that has a predetermined duration.

B. Successive Befriending

2. Begins as a fixed-term befriending relationship and if the befriendee wishes, it may continue.

C. Fixed-Term Befriending

3. A befriending relationship that continues as long as the parties wish.

Example: https://bit.ly/3vHeGac

References

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