

Role description: Rafiki Volunteer 2020-2021

Role:	Rafiki Volunteer
Responsible to:	Student Wellbeing Coordinator
Remuneration:	None (Voluntary)

Overview of the role

Rafiki is the Student's Union's peer support listening service. Our student volunteers are there to listen to students and offer peer support. They also signpost to services on campus or externally which provide further support for students. Rafiki offers both bookable video and live chat appointments with volunteers, as well as drop-in appointments on our live chat service. This role is not professional; it is intended to provide peer to peer support only, and volunteers cannot provide advice to students. All our volunteers receive extensive training to enable them to fulfil the role, including wellbeing and signposting training.

Time Commitment

This is a voluntary and unpaid role. Volunteers are required to commit to a minimum of 3 hours per week. This will include both online and socially distanced face-to-face interactions with students.

Responsibilities of the role

- Monitoring the online live chat service, answering messages and offering peer support to students.
- Conducting appointments with students via online chat and video calls, providing peer support.
- Signposting students to the relevant support services within the Students' Union, University and externally.
- Facilitating socially distanced daytime events for students within the Students' Union and accommodation sites.
- Providing regular feedback to allow for impact measurement, and to enable the Students' Union to continually improve Rafiki for students and volunteers.
- Attending regular virtual group catch-up meetings with the Wellbeing Coordinator.

Skills you will develop

As part of this role you will gain access to training opportunities, and will be supported in developing the following skills:

- Communication and interpersonal skills
- Active listening skills
- Teamwork
- Problem solving
- Confidence
- Planning and organising
- Time management and self-management

Training

All volunteers must complete the compulsory training workshops to volunteer with Rafiki. The workshops will take place in September, with the exact dates and times to be confirmed.