

buddy(su) volunteer

Being a volunteer means supporting new students make the most of their time at university by having the best start.

Starting university can a daunting experience with so much changing in a short amount of time. Our volunteers are trained to help with the small queries like finding a building, to discussing common issues like homesickness and anxiety.

After applying to become a volunteer they are assigned new students in the scheme in groups of 1,3 or 5 depending on their application.

responsibilities

- Engage with your buddy and support them to settle in, discuss any concerns they have and make them feel part of the UEA community. You must be available to contact your buddy once matched in August and meet your buddies during the Welcome Period (Sept-Oct). If you are matched during term time, please contact your buddies as soon as possible after being matched.
- Signpost any services your buddy may require. The volunteer handbook includes information on different campus services and if you are unsure of the best advice to give, get in touch with the buddy(su) team.
- Regularly check in with your buddy over the year either online, by meeting up or at our regular buddy(su) events. We run a yearly programme of events including coffee mornings, themed trips and wellbeing sessions with lots of opportunities to get to know your buddy and meet other volunteers.
- Encourage your buddies to get involved with clubs, societies and events. Discuss what interests and hobbies they have and research any activities happening on or off campus. If you have a group of buddies, try to find something you all enjoy together
- Respect confidentially and maintain a duty of care (ensuring safety and wellbeing when interacting with your buddies. If you have a welfare concern, please raise this with the buddy(su) team.

boundaries

- You should not undertake a counselling role. Avoid taking personal responsibility and advise the best services and activities to support with any problems.
- As a trusted person your buddy may disclose something sensitive to you – you should not take responsibility for the disclosure and you should signpost your buddy to the relevant service. If you need any support please contact the buddy(su) team.
- Report any safeguarding or health concerns to student services and the buddy(su) coordinator. If you are unsure of whether there is a potential safeguarding issue, please contact the buddy(su) team.
- Initial meetings should be in a public space whether meeting as a group or one to one. Social media is encouraged once you have a response from your buddies!
- Do not limit contact to one activity or social - trying something new is what university is all about and you might even find a new interest yourself!
- Be aware no one's university experience is the same, please respect different cultures, backgrounds and pronouns.
- Not sure you can help your buddy or the scheme isn't what you expected? Let the team know and discuss your concerns so we can rematch your buddies with a new volunteer. It's that simple!