

Befriending or Buddy Volunteer

A listening ear. A shared understanding. A reminder that no one has to face facial palsy alone.

About Facial Palsy UK and this role

Facial Palsy UK is the only charity in the UK dedicated to supporting people affected by all causes of facial palsy. We provide information, support and opportunities to connect with others who understand the challenges of living with facial palsy.

Many people tell us that one of the hardest parts of their journey is feeling isolated or misunderstood. Speaking with someone who has lived experience of facial palsy, or who understands its impact, can make a real difference.

As a Buddy Volunteer, you will provide one-to-one peer support to people affected by facial palsy. Through friendly conversations, encouragement and shared understanding, you'll help people feel heard, supported and less alone.

This role directly supports Facial Palsy UK's mission to improve the emotional wellbeing of people affected by facial palsy and strengthen the support available to our community.

What you'll be doing

- Providing friendly one-to-one support to people affected by facial palsy via telephone, video call, email or other agreed methods.
- Listening with empathy and understanding while maintaining appropriate boundaries.
- Sharing your own experiences where appropriate to offer encouragement and hope.
- Signposting people to Facial Palsy UK services, resources and support groups where relevant.
- Helping people feel connected to the wider facial palsy community.
- Keeping brief records of support provided in line with Facial Palsy UK's procedures.
- Attending training, supervision and volunteer meetings as required.

Skills, qualities and experience

We're looking for people who are:

- Compassionate, patient and non-judgemental.
- Good listeners who can build rapport with others.
- Comfortable communicating by phone, email or online.
- Reliable and able to maintain confidentiality.
- Respectful of different experiences, backgrounds and perspectives.
- Able to maintain healthy boundaries and recognise when additional support may be needed.

It would be helpful, but is not essential, if you:

- Have lived experience of facial palsy, either personally or through supporting a family member.

What you'll gain

As a Buddy Volunteer, you'll have the opportunity to:

- Make a meaningful difference to someone affected by facial palsy.
- Develop active listening, communication and peer support skills.
- Gain experience within a national health charity.
- Join a welcoming and supportive volunteer community.
- Help shape and strengthen support services for people affected by facial palsy.

Practical information

Location: Remote

Time commitment: Approximately 1–2 hours per week, depending on availability and matching arrangements.

Training and support: You will receive induction, role-specific training and ongoing support from the Facial Palsy UK team.

Expenses: Reasonable out-of-pocket expenses incurred while volunteering for Facial Palsy UK will be reimbursed in line with our expenses policy.

Duration: We ask volunteers to commit to the role for at least six months where possible to help build meaningful and consistent relationships.

Inclusion and DBS information

We welcome volunteers from all backgrounds and communities and are committed to creating an inclusive and supportive environment for everyone.

Some volunteer roles may require a Disclosure and Barring Service (DBS) check. If a DBS check is required, we will discuss this with you during recruitment. Having a criminal record

does not automatically prevent someone from volunteering with Facial Palsy UK. Each situation is considered individually and fairly.