**Volunteer Role Description**

**Role title:** Volunteer Telephone Befriender

**Expected commitment:** 2 - 3 hours per week plus time for support and supervision meetings

**Reporting to:** Volunteer Coordinator

**Purpose of role**

There are many older people who are lonely and living in isolation across Kingstanding and this affects their health and quality of life dramatically. The support offered by our befrienders gives them companionship and the opportunity to talk to someone on a regular basis.

Clients will be called at an agreed time either weekly, fortnightly or monthly and given the opportunity to have a friendly chat with their befriender.

**Main tasks and responsibilities**

1. Participate in initial training and induction.
2. Provide references and undertake a DBS.
3. Attend an introductory meeting with the Volunteer Coordinator and client.
4. Agree to telephone the client (as agreed at initial meeting) on a weekly, fortnightly or monthly basis for an agreed period of time.
5. Participate in monthly supervision meetings with the Volunteer Coordinator.
6. Engage in a friendly, uplifting conversation with the client, talking about things that interest them as discussed at the initial meeting.
7. Complete records for monitoring and tracking purposes.
8. Provide support, guidance and encouragement to the client as appropriate to the role.
9. Maintain confidentiality in accordance with the agreed policy.
10. Participate in the evaluation of the programme if required.
11. Work co-operatively with all members of staff and volunteers.
12. Attend and undertake volunteer meetings and training as appropriate to develop skills.
13. Conform to the organisations policies and procedures, including data protection, safeguarding adults and safeguarding children.

**Personal skills and qualities**

1. A commitment to supporting people who are isolated and lonely.
2. An understanding of the issues faced by people who are isolated and lonely.
3. Ability to communicate clearly.
4. Ability to maintain boundaries and confidentiality.
5. Pragmatic approach to resolving problems.
6. Ability and willingness to complete project paperwork.
7. Willingness to commit to volunteering for a least six months.
8. Willingness to participate in initial and ongoing training sessions.
9. A good sense of humour.
10. Friendly and approachable.

**What benefits would I receive?**

1. Appropriate induction and training.
2. Support from Volunteer Coordinator and other key members of staff.
3. Invitations to participate in staff and volunteer events.
4. Valuable experience of volunteering that you can add to your CV.
5. Work references if required.
6. Satisfaction of knowing you are making a real difference to someone’s life and contributing to reducing their loneliness and isolation.
7. Meet new people and work in a friendly, supportive environment.