

Role Description

Role

Volunteer Telephone Befriender

Location

Home based

Summary of this role:

The role of the Volunteer Telephone Befriender is a very important one to the charity, making regular telephone calls to those people from the Licensed trade who are at risk of becoming socially isolated perhaps through bereavement, illness, retirement or relocation. The aim is to provide a friendly chat to the befriender, helping to rebuild their confidence to reintegrate themselves back into their community. Volunteers are part of a national network of volunteers who work closely with paid staff based in the central office. This is a team effort, even though Volunteer Telephone Befrienders work on their own. The role will suit someone who enjoys developing positive relationships with new people, likes to chat, is a good listener, is good at summarising and noting down information and can complete concise reports.

Responsibilities

- Take a brief from the central team on the individual.
- Ring the individual to establish contact and agree the regularity, days and times of the calls.
- Maintain regular contact on the days and times agreed between the individual and volunteer.
- Complete a summary report after each call and send to central team.

Estimated time required for the role

- Each call should be approximately 30 minutes long.
- Reports should take approximately 10-15 minutes to complete depending on the length and complexity of the call.
- Regular contact with the central office would be about 30 minutes a month

Person Specification

- Friendly, empathetic approach and a good listener.
- Have an understanding of the issues faced by the elderly and housebound.
- Good communication skills.
- Is able to establish and maintain appropriate boundaries.
- Can work on their own.
- Good at summarising and noting down information in a report format
- Computer literate (desirable)
- Understanding of working in the Licensed Drinks Trade (desirable)

Qualifying Criteria

- Telephone
- Email address and access to a computer.

Our Commitment to you

- We will provide all the training you need to be able to carry out this role.
- We will provide you with regular follow ups and support.
- We will provide annual refresher training and useful information for the role.
- We will cover the out of pocket expenses which includes 50p per mile travel and the cost of calls.
- We will let you know the outcome of your work and what difference it is making to progress as a charity, helping people in the licensed drinks trade.

Further Information

- Leaflet outlining the services offered by the charity.
- A copy of this role description, link to the online application form and other relevant documents can be found on under the “Who We Are/Our People/Our Volunteers/Volunteer with Us” section on the following website: www.licensedtradecharity.org.uk

Contacts

- Your contact for this role is Hilary Bone, Volunteer Manager, who can be contacted on 01344 898550 or email hilary.bone@ltcharity.org.uk

Application Process

If you would like to apply for the role of Volunteer Telephone Befriender with us, we ask that you

- Complete the attached application form or online at www.surveymonkey.co.uk/r/TBF17
- Attend an interview with the Volunteer Manager – either face to face or over the phone
- Complete a Disclosure & Barring Service check
- Bring into the office a copy of your passport

Induction:

So that you can get the full picture of our work, and how your role fits into this, we will provide an induction for you which includes:

- A half day’s training including history of the organisation and background of the service