

# Volunteer role description

Title:	<b>Live at Home volunteer telephone or remote befriender</b>
Supported by:	<b>You will have a named contact, usually the Manager of the Scheme</b>
Main purpose:	<b>To befriend older people on a one to one basis over the telephone</b>

## 1 Overview of the role

Our Volunteer Telephone or Remote Befrienders help improve the quality of life older people who are socially isolated and may feel lonely. Our befrienders are introduced to a member with the purpose of them ringing up or making a call through media such as Skype, to have a chat for about half an hour to help the person feel less isolated. Keeping connected is particularly important at this time of restricted movements, and shielding people who are vulnerable from transmission of illness by contact.

The aim of our befriending schemes are to reduce isolation and where possible support and encourage the member to access services and facilities within the community they live in, once restrictions have been lifted.

## 2 Responsibilities

- You will establish and build a friendly and open befriending relationship with the member whilst establishing and maintaining appropriate boundaries
- You will spend time talking on the phone / Skype with the member as agreed at the start of the befriending relationship
- You will ensure that the older persons needs are put first within all communication, whilst respecting the members' privacy and independence
- You will maintain confidentiality, except in reporting back to the person that supports you, or in circumstances that will be discussed in your training
- You will notify the person that supports you of any issues, difficulties or concerns relating to the phone calls, or the well-being of the member
- You will undertake all training, or support meetings, as agreed with the person who supports you
- You will complete basic reporting and administrative tasks associated with the role. (e.g. Expenses Claim Forms, Record of Calls)
- You will inform the person that supports you at the earliest opportunity of any change in circumstances which affect your ability to continue with the telephoning arrangements, such as holidays or periods of time you cannot volunteer
- To be familiar with and to adhere MHA's Health and Safety Policies and policies relating to your volunteering role

## 3 Skills and qualities needed for this role

- Good listening skills
- Patience, empathy and understanding of the needs of older people
- Ability to keep records of calls made
- You will be reliable and punctual
- You will be able to be flexible
- You will have a clear sense of personal boundaries
- You have the ability to provide a supportive and non-judgemental service
- You'll be willing to engage with training and development
- You will have a good understanding of personal strengths and limitations
- You'll be able to maintain confidentiality

#### **4 Skills desirable for the role**

- You'll be able to use a computer to send in reports, undergo training, and complete administration work

#### **5 What training and support will be provided**

- We will provide you with a full induction for the role
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- Training on safeguarding, health and safety and other training and updating of skills and knowledge relevant to the role as appropriate
- Ongoing support from a named contact
- Out of pocket expenses in accordance with MHA's Expenses Policy

#### **6 Times and Commitment**

- We are flexible in times and days available
- We need help and support during this current period of Covid-19 outbreak

If you are interested in this role please contact **[INSERT LOCAL DETAILS]**.

For more information on MHA and our work please contact us:

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