



Volunteer Opportunity

Volunteer Role

- Telephone Befriender

What you'll be doing:

- Calling an isolated person regularly to create an enjoyable and supportive relationship
- Listening, sharing your experiences and hearing about those of the older person you're getting to know
- Treating what you hear as confidential and sensitive
- Keeping us up to date on how your volunteering is going at regular support sessions and reporting anything of concern
- Keeping your skills and knowledge up to date by taking part in relevant training

Other Duties:

- To work well using own initiative
- The ability to empathise
- To work within a community setting
- To ensure that clients receive a quality service
- To work well with the public
- To ensure that all relevant training/induction is attended
- To adhere to Netherton Feelgood Factory policy and procedure
- To promote the work of Netherton Feelgood Factory
- To ensure that all data is collected in line with GDPR and Netherton Feelgood Factory policy
- Regular reporting to the relevant Manager/Staff Member

Training

- Successful candidates will complete training to enable them to deliver the tasks detailed in the main duties and other duties sections.

Essential Requirements:

- Ability to work with the public
- Good communication skills
- Good organizational skills
- Ability to escalate concerns
- To work well within a team environment
- To be able to work alone when required
- To have a clean, well presented appearance

Other Details

Location	Home based
Flexibility	High
Regularity Weekly	Fortnightly
Time Commitment	30 minutes to one hour, ideally for a minimum of 12 months
Age requirement	18+
Desirable	Email and internet access for reporting

Disclosure

- This role would require you to undertake an enhanced police disclosure (DBS)

Management Arrangements

- The volunteer position will receive line management from the Community Development Manager in accordance with Netherton Feelgood Factory organisation structure

Volunteer Expenses

- Volunteers will be reimbursed for out of pocket expenses, in line with Netherton Feelgood Factory expenses policy

Other

- Volunteers will be provided with a logo t-shirt or sweatshirt, this will help the community to identify you easily when visiting the building.
- Volunteers will be provided with an ID badge.

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