

VOLUNTEER ROLE DESCRIPTION 'HERE TO TALK' TELEPHONE BEFRIENDER

Volunteer Role Title:	'Here to Talk' Telephone Befriender
Reports to:	Volunteer Manager
Availability:	Expected to commit to a minimum of half an hour a fortnight, in addition to initial online or face to face training, and ongoing events and training
Purpose of the Role:	<ul style="list-style-type: none"> • To provide low level emotional support to unpaid carers across Wiltshire and Dorset, who have been identified as lonely and isolated with additional needs, via fortnightly phone calls. • To provide a friendly voice to talk to and a listening ear to hear carers' concerns. • To provide reassurance during challenging times. • To lift carers' spirits by reducing feelings of loneliness.
Main tasks:	<ul style="list-style-type: none"> • To reliably telephone at least one carer once a fortnight for approx half an hour, up to a max of six carers a fortnight, so three hours a fortnight/ one and a half hours a week. • Record call summary in provided reporting sheet and submit monthly to the Volunteer Manager
Training:	Induction training will be provided to meet the needs of the role, as well as ongoing support and supervision, and additional training as necessary. Out of pocket expenses will be paid.
Skills and qualities:	<ul style="list-style-type: none"> • Excellent listening skills • Excellent interpersonal and verbal communication skills • Confident telephone manner • Basic IT literate, access to internet and e-mail essential • Empathy • Friendly & approachable • Organised • Reliable & patient • Non judgemental • Life experience, such as having been an unpaid carer/currently an unpaid carer (desirable but not essential) • Wish to work in/alongside a caring profession (desirable but not essential)
For more information:	<p>Contact: Martina, Volunteer Manager Tel: 01380 908 055/ Email: volunteer@carersupportwiltshire.co.uk</p>

Due to the nature of this role volunteers will be required to complete DBS form and provide referees.