**Telephone Befriending Volunteer**

**Volunteer Role Description**

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| ***Department: Voluntary Services*** | ***Location: Community*** |
| ***Responsible to: Community Volunteering Team*** | ***Vol Type: Standard*** |
| ***Length of role: Long Term*** | ***Context: Patient Facing (remote)*** |

**Outline of Role:**

The Telephone Befriending Volunteers will be part of the Community Volunteering programme, offering light touch support to patients, carers and people with life limiting conditions in our community who might be isolated and lonely.

**Role tasks:**

* Making calls by phone\* to check in with patients or carers to have a chat
* Finding common ground so that a rapport can be built over a period of time
* Using active listening to ‘read between the lines’ and determine if there are concerns or worries being expressed
* Understand where there may be issues that need signposting, and/or referring on to other hospice services
* Escalating any issues to the Voluntary Services Team in a timely fashion

\*Where digital platforms such as Zoom or Teams are available, these may be used for making contact.

**Skills and Experience Required:**

* Excellent telephone manner
* Good communicator – able to work well remotely and independently but as part of a team
* Problem solver and able to respond to a range of issues
* Good active listening skills
* Good conversation starter
* Able to read other people’s mood/appetite for conversation

**Personal Qualities Required:**

* Sound understanding of confidentiality and boundaries and able to follow hospice policy
* Sensitivity and empathy
* Understand and embrace diversity and equality of opportunity to engage
* Safeguarding – of self and others
* Able to act on initiative and be innovative
* Good problem solving ability
* Flexibility
* Open to learning new skills and attend required training

**Learning Needs:**

**Statutory**

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| --- | --- | --- | --- |
| **Training Module** | **Required Y/N** | **Method** | **Renewal** |
| Information Governance | Y | e-learning *(30 mins)* | Annual |
| Equality, Diversity & Human Rights | Y | e-learning *(45 mins)* | 3 years |
| Safeguarding Adults Level 1 | Y | e-learning *(30 mins)* | 3 years |
| Infection Prevention and Control Level 1 | N |  |  |
| Safeguarding Children Level 1 | N |  |  |
| Moving and Handling Level 1 | N |  |  |
| Fire Safety Level 1 | N |  |  |
| Health, Safety and Welfare | N |  |  |

**Mandatory:**

Volunteer Induction

Patient Facing Induction

Telephone Befriender training

Role Induction

**Optional:**

We offer a range of learning opportunities for volunteers and staff that you may be interested in attending. Please look out on our notice boards and talk to Voluntary Services.

**Departmental support:**

You will also be required to attend group supervision meetings to share your experiences and learn from each other. These will be held bi-monthly and you will be expected to attend a minimum of 3 within a year. In addition if you have any feed back or if we need to discuss anything with you we will be offering 1:1 support.

**DBS Requirement:**

A Basic DBS check is required for this role.