



'Moving On' Befriending & Mentoring Project 2020

Volunteer Role Outline – Telephone Befriender

Title:	Telephone Befriending Volunteer
Location:	Home based
Hours:	Minimum of 1-2 hours per week
Reporting To:	Befriending Coordinator/Facilitator

Introduction

'Moving On' Befriending & Mentoring Project is delivered by Mental Health Matters Wales and New Horizons. The Befriending Project supports people over the age of 35 with mental health issues and/or a learning disability, a carer of someone with memory loss/dementia and who reside in the Rhondda Cynon Taff County Borough. People who have a mental health related disorder/learning disability/memory issues often find they become isolated and lonely. This is especially more significant at this present time through the Covid-19 pandemic.

Telephone Befriending will help to reduce isolation and loneliness by providing a regular friendly phone call. The volunteer will be expected to make regular phone calls to one or more beneficiaries.

Volunteers are matched to particular beneficiaries based on shared hobbies, experiences, interests and anything else they may have in common.

Volunteers will play an important role in the "Moving on" Befriending Project, and will receive ongoing support throughout their role as a Telephone Befriender by the Befriending Coordinator/Facilitator.

Volunteer Role Outline

Main Duties:

- Working from the home using personal phone (free minute plans are more suitable as expenses cannot be reclaimed at present)
- To telephone one or more beneficiary each week as agreed with the Befriending Coordinator/Facilitator

Responsibilities / Tasks:

- Provide telephone support to alleviate loneliness and social isolation
- Providing an outward bound service only to specific clients at agreed dates and times. We recommend withholding your telephone number to ensure boundaries are adhered to at all times.
- Report any concerns or problems to the Befriending Coordinator/Facilitator immediately
- Read and understand the information provided as part of the induction training
- Understand and work to the Telephone Befriending Service guidelines, boundaries and expectations
- Adhere to Mental Health Wales Matters confidentiality policy

Person Specification:

- Good listening and communication skills
- Understanding of confidentiality
- Understanding of the needs of people with mental health issues in the community
- Patience and sensitivity
- Reliability
- Flexibility
- Willingness to undertake induction training and work within the organisations guidelines and policies

Time Commitment:

- Minimum of 1-2 hours per week
- Volunteers are required to make a commitment for a minimum of 6 months

Reporting to:

- The Befriending Coordinator/Facilitator