**Volunteer Role Profile**

**Role Title:** **Telephone Befriender**

**Location:** [From home]

**Reporting to:** Peer Support & Participation Worker

**Duration:** 3-10 hrs/ week, depending on your availability

**Times:** Weekdays – regular call times to be agreed with service recipient

**INTRODUCTION**

PBHA is a housing association with charitable aims that creates positive change in people’s lives. As well as providing homes and support, we empower people to learn, access work and discover their creative talents. Based mainly in Hackney and Islington, we work with people who are homeless, have mental ill health, learning difficulties and multiple needs. Our work enables people to move on and lead independent lives.

We are committed to mutual support, participation and personal development for all staff, volunteers and service users.

**Background information:**

The Telephone Befriending Service has been set up to support elderly members of our community who may be suffering from loneliness and/or isolation.

**Aims and Duties of the Role:**

As a telephone befriender, you will provide support to clients who need access to the service through a weekly telephone call. Your role will be to:

• Hold 1-1 phone calls each week at an agreed time.

• To provide a listening ear and monitor general wellbeing. This may involve referring to other PBHA services.

• Understand and adhere to guidelines on boundaries and expectations.

• Adhere to organisational policies, including confidentiality and acceptable use of IT.

• Provide regular client updates to the service coordinator. **Immediately** report concerns or issues.

**Skills and Qualifications** **needed:**

Must provide full, up-to-date details of two referees. In-line with organisational policy, this role is subject to a DBS Check.

Enthusiasm and a commitment to supporting vulnerable adults are essential.

We are looking for people who are patient, friendly and intuitive, who enjoy connecting with people and have excellent listening and communication skills.

Must speak English fluently. Additional language skills are most welcome, as is paid or voluntary experience in the fields of mental health +/ intellectual disability.

We will provide you with the training that you need, though knowledge of the boroughs of Hackney and Islington would be a bonus.

**Training**:

We will provide you with essential training around safeguarding, mental health, active listening and organisational policies relating to this role - in addition to our volunteer induction.

We will provide a forum space to meet with other Telephone Befrienders and the Peer Support and Participation Officer to share learning, as well as 1-1 meetings.

**If you meet the criteria laid out above, we welcome and encourage you to apply. Please help our administrative processes by making it clear in your application form if you**

* have previous experience of working or volunteering in a similar role;
* have an up-to-date DBS certificate;
* have previously volunteered or worked with Peter Bedford Housing Association;
* live, or have lived, in a PBHA property;
* live in Hackney, Islington, or a surrounding borough.