

## Volunteer Role Description – Blether Buddies

<b>Volunteer Position:</b>	Blether Buddy Telephone Befriender
<b>Location:</b>	Any quiet space in the home or office
<b>Preferred Commitment:</b>	One phone call per week over a period of six months
<b>Responsible to:</b>	Volunteer Coordinator who is accountable to the Client Support Manager.

### Purpose of the Role:

To help reduce social isolation and loneliness through regular weekly telephone contact. Your gift of time would make such a positive difference to someone who feels alone and is socially isolated.

### The tasks are to:

- Commit to a regular phone call with a ScotsCare client (normally 20 - 60 mins each call)
- Engage in friendly conversation and listen to any concerns or issues
- Alert the Coordinator to any problems, concerns, and issues beyond a befrienders' remit
- Report back on the calls regularly in a timely manner
- Attend induction, training, and regular support meetings at City Road (or online)
- Work within the policy and practice framework of ScotsCare's Befriending service.

### Qualities Needed

- Good listening and conversational skills with a cheerful disposition
- Patience, empathy, non-judgemental
- Reliable and committed to helping Scots in London
- An ability to maintain boundaries and confidentiality
- An ability to work unsupervised and use own initiative when required
- A willingness to attend training and support sessions in person or online.

### What you can expect from us:

- A full induction, training, instruction, and ongoing support
- Out of pocket expenses reimbursed, social events and volunteer meetings
- An opportunity to meet new people, make a difference and work with a friendly team
- References and an opportunity to enhance your CV

**Recruitment process:** Application form, interview, 2 references, DBS check