

## **Telephone Befriending Role Description**

**Title:** Telefriending Volunteer Befriender

**Responsible to:** Befriending Support Worker

**Volunteer Role:** To become part of a successful team of volunteers who befriend people experiencing mental health problems – with the aim of:

- Creating a valued but short term relationship
- Helping to improve self-confidence and independence
- Reducing social isolation by supporting and signposting people to access activities or services
- Ensuring client has access to food, medication, communications and being aware of how improvements could be made if this is desired and would be helpful for them

### **Areas of responsibility**

1. To attend a Volunteer training session and complete a DBS check.
2. To agree to contact the client regularly, usually for 20-40 mins a week.
3. To suggest activities (where appropriate) with your client to reduce social isolation
4. To work with your Befriending Co-ordinator to ensure that the best and most appropriate service is offered to the client.
5. To monitor and feedback regularly on progress, wellbeing and any concerns relating to work with clients.
6. To treat all clients, carers and families with respect and dignity whilst being sensitive to individual customs, values and spiritual beliefs, in line with Bucks Mind's Equal Opportunity Policy
7. To adhere to Buckinghamshire Mind policies and procedures of (copies will be given).
8. To be aware of the importance of confidentiality and appropriate boundaries when working with your client, with Bucks Mind staff and with other volunteers.
9. Be prepared to attend additional training courses and 3 monthly Volunteer Development Sessions.
10. To be available for regular reviews of Befriending partnerships.

**Knowledge, skills and abilities**

- 1 Is able to motivate, encourage and work individually with people to identify potential and support recovery.
- 2 Has knowledge of social and situational factors influencing adults' mental health, recovery and wellbeing.
- 3 Has understanding of, and sensitivity to the needs of people living with mental and emotional problems.
- 4 Has the ability to respond appropriately to people in distress and maintain appropriate boundaries.