**Middlesbrough and Stockton Mind**

**Telephone Befriending Service**

**Volunteer Befriender Job Description**

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| **Responsible to:** | Telephone Befriending Project Co-ordinator |
| **Hours:** | Between 1 - 6 hours a week during office hours of 9am to 5pm. |
| **Location:** | Home based (option to attend Lothian Road office for face-to-face meetings, training and support) |
| **Disclosure:** | This role is subject to satisfactory references, Middlesbrough and Stockton Mind’s policies on the Protection of Children and Young People and Vulnerable Adults. |
| **Training:** | Training and support will be provided by Middlesbrough and Stockton Mind |
| **About the project:** | The Telephone Befriending Service gives emotional and signposting support to adults aged 50+ living in Middlesbrough. |
| **Role Purpose:** | To provide listening, emotional and wellbeing support to member(s) of the local community. |

*Telephone Befriending Volunteers play an important role in supporting older people who may be feeling lonely or isolated. Offering your time to volunteer and provide befriending support will be vital in supporting the mental health and wellbeing of older people as well as improving confidence and promoting independence.*

**Main Duties**

* Provide befriending support over the telephone to older people in Middlesbrough that are seeking support for their mental health and wellbeing.
* Signpost service users to appropriate support services as required.
* To record call information and participate in regular supervision with the Befriending Co-ordinator.
* Provide the Befriending Co-ordinator with feedback and attend relevant training and meetings as required.
* Work in a professional, confidential, and non-discriminatory manner at all times.

**General**

* Work in accordance with Middlesbrough and Stockton Mind’s policies and procedures and maintain accurate records.
* To represent Middlesbrough and Stockton Mind in a positive way.

**Other information**

* This role requires two references and is subject to Disclosure and Barring Scheme (DBS) clearance.
* Equipment and training will be provided by Middlesbrough and Stockton Mind.

**Person Specification**

E = Essential D = Desirable

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| **Criteria** | **Standard** | **E/D** |
| **Qualification** | None |  |
| **Age** | Must be aged 18 and above | E |
| **Experience** | Personal experience of mental health difficulties  Prior experience of volunteering | D  D |
| **Knowledge and understanding** | Knowledge of mental health issues  Awareness of support services available for mental health  Understands the importance of the role | E  D  E |
| **Skills** | Good communication and listening skills  The ability to develop relationships and maintain boundaries and confidentiality  Ability to maintain written or electronic records of all calls in accordance with requirements (support will be given)  Ability to work in accordance with appropriate policies including safeguarding children, young people and vulnerable adults, record keeping, confidentiality and professional boundaries | E  E  E  E |
| **Attitude and Attributes** | Commitment to Middlesbrough & Stockton Mind’s aims and objectives  Commitment to meeting the service-user’s needs  Open minded and non-judgemental  Positive, patient, empathetic, respectful, and tolerant approach towards helping people with mental health issues  Reliable and punctual  Self-aware  Able to ask for help when needed | E  E  E  E  E  E  E |