a

**Telephone Befriender**

**Volunteer**

**Role Description**

|  |  |
| --- | --- |
| **Location** | Based in Sandwell but can be remote across the Black Country |
| **Time commitment** | Flexible |
| **Responsible to** | Corporate Fundraising and Campaigns Manager |
| **Background** | The Kaleidoscope Plus Group works to promote and support positive health and wellbeing and we are committed to making sure that the services and facilities we provide are of the highest possible quality and that they continue to develop to meet the needs of the communities we serve.Our Sandwell Outreach Recovery Team (Sort) is a floating service that helps people throughout Sandwell with mental ill health, to maintain living in their own homes.  |
| **Role description** | This role seeks to reduce social isolation and loneliness for people affected by the current Coronavirus and beyond, by providing person centred support or over the telephone**Core Duties*** Provide regular, friendly, and person-centred conversations with people who are vulnerable or living in isolation
* You are to help raise the spirits or just listen to whomever you are talking with. Remember you might be the one and only person that they speak with all day, so your support is very much needed
* You will be matched with people based on their interests and preferences.
* You will focus on everyone’s strengths, helping them to remain connected, feel valued and more confident
 |
| **What’s in it for me?** | * Develop your communication skills
* Talk to new people
* Be active and engaged
* Add value to your local community
* Learn new transferable skills & improve your CV
* Reimbursement for any expenses incurred (with prior agreement)
* Kaleidoscope Plus Group Charity will act as a referee for you after successful completion of your role
 |
| **Skills required** | * You will be someone who enjoys quality conversation, is a good listener and who are comfortable making telephone calls from remote location
* You will be passionate about supporting, enabling, and empowering people who are vulnerable or isolated
* You will adhere to the boundaries, policies and procedures as set out by the Charity, Community or Voluntary Group with which you are working with at that time
* You will always abide to the strictest confidence with regards to the sensitivity of those that you will be talking with.
 |
| **Training & Support** | You’ll meet with your Volunteer Coordinator and Community Support Team and receive an induction and training relevant to the activities you participate in. You’ll also be kept updated with other volunteering opportunities through the monthly volunteer bulletin. |
| **Safeguarding** | An enhanced DBS check will be processed for all volunteers if required for the role.  |