Volunteering Link

Volunteering Link, an Inclusive and Welcoming place for our volunteers, whilst Empowering them to be Ambitious through Adaptable and Collaborative approaches to volunteering. A vision where our borough is a place where every volunteer is valued, supported, and can thrive.

Telephone Befriender – Carers First Volunteer

Volunteering role with	Carers First
Service	Central Volunteer service – Adults
Brief	To enable carers to thrive in their role and achieve the balance in their lives, they wish to achieve. To provide support, for carers, with carers – so they can live their lives to the fullest. To provide regular, friendly telephone calls to individuals who may be experiencing loneliness or isolation, offering companionship, emotional support, and a listening ear. This role helps improve wellbeing and reduce social isolation.
Role description/responsibilities	• Make scheduled telephone calls to assigned service users in line with agreed frequency. • Build positive, supportive relationships while maintaining professional boundaries. • Listen empathetically and provide reassurance without giving advice beyond your role. • Identify and report any concerns, including safeguarding issues, promptly to your CIC or the Volunteer team. • Maintain accurate records of calls and interactions using the organisation's reporting system. • Follow organisational policies and guidelines, including safeguarding, confidentiality, and data protection. • Attend training sessions and regular supervision meetings.

Boundaries	• Provide counselling, therapy, or expert advice (e.g. medical, legal, financial). • Take responsibility for participants' decisions or actions. • Handle safeguarding concerns alone, these must be reported to staff. • Share personal contact details or meet participants outside the group • Meet befriendee in person • Replace professional services or intervene in crises.
Skills/qualities	• Excellent communication and listening skills. • Empathy, patience, and reliability. • Ability to maintain confidentiality and professional boundaries. • Comfortable using a telephone and basic record-keeping. • Commitment to equality, diversity, and inclusion. **Desirable** • Previous experience in a befriending or support role. • Understanding of issues affecting isolated or vulnerable individuals. • Lived experience of caring role • Ability to demonstrate understanding of and an ambitious commitment to the goals and values of the charity. • Demonstrate a positive level of credibility, integrity, and emotional resilience. • Self-motivated and collaborative approach. Volunteers are expected to ensure that their activities comply with the charity's policies and procedures and key legislation, including the General Data Protection Regulation (GDPR) and safeguarding.
Qualifications required	No formal qualification required
Training to be provided	• Mandatory safeguarding and GDPR training provided via an online platform. • Induction process • Role-specific training. • Opportunities for personal development and further training.

Benefits gained from volunteer opportunity	• Make a real difference in reducing loneliness and improving wellbeing. • Gain experience in communication and support roles. • Be part of a supportive volunteer community. • Enhance your own wellbeing through connection and purpose.
Any other information	• Enhanced DBS required •

Hours/days	Typically, 1–2 hours per week (flexible based on availability and service needs).
Length of duration/time commitment	We would welcome a commitment of 3 months from our volunteers to help build relationships in the group, but we understand that things change, and life can be unpredictable.
Location	Remote from home
Support to be provided	• Named staff contact for regular check-ins / 1:1 meetings (frequency to be confirmed with both parties) • Opportunities for peer support or group meetings (where available) • Clear escalation routes for concerns or incidents. • Volunteer policy handbook provided
Any other information	As a Telephone befriending volunteer, you will be matched with a carer who you will call once a week for up to 12 weeks. The service is reviewed by the coordinator at least once during this period for feedback.