

Job Description

JOB TITLE: Telephone Befriender for Carers

JOB LOCATION: Compass Disability's Offices Taunton

RESPONSIBLE TO: Volunteer Coordinator

Objective

To help operate a telephone service for carers, providing regular support, friendship and encouragement on a one to one basis.

Scope of Role

Befriending is providing friendship, support and encouragement to the carer. The aim is to offer regular contact companionship and support, by way of telephone conversations, to unpaid carers in Somerset.

Main Duties

- To communicate with unpaid carers, by telephone, on a regular basis, as agreed with the carer.
- To build a relationship with carers.
- To provide the carers with friendship, support and a listening ear.
- To treat carers with respect and dignity having concern for his/her individuality and choice.
- To work to an agreed timetable with carers.
- To maintain confidentiality at all times.
- To undertake suitable training for the role as agreed with the Volunteer Coordinator.
- To perform all duties of the role to the best of his/her ability.
- To attend meetings as required by the Befriender Scheme.
- To undertake a Criminal Records Check before commencing the role.

Person Specification

- To demonstrate enthusiasm and sensitivity for communicating with people who are carers for people who are unwell/disabled.
- To show an understanding of the carer role with its' difficulties and strains.
- To help the carers feel relaxed and secure.
- To establish and maintain appropriate boundaries within the befriending relationship.

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- To be able to maintain confidentiality.
- To be able to demonstrate reliability, consistency, responsibility and honesty.
- To be non-judgmental.
- To undertake an induction and participate in training as required by the role.
- To be committed to the project for at least 6 months.
- To have an understanding of and commitment to Equal Opportunities.

Terms of Engagement

Voluntary position

Working Hours

Negotiable

Remuneration

This is a voluntary position. Reasonable expenses as detailed in the Expenses Policy will be claimable

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