

Volunteer Role Description

Role:	Telephone Friend
Location:	Remote
Supported by:	Hospitality Services Manager

Main purpose of the role

To provide telephone friendship service to veterans (and their partners) in their own homes.

Key focus

- To provide telephone friendship and companionship which is appropriate, and person centred. You will need the use of your own telephone /mobile.
- The use of a quiet safe space so you can concentrate on the call and maintain confidentiality.
- Provide telephone support to alleviate loneliness and social isolation and help to build confidence.
- Report any concerns or problems to the volunteer coordinator immediately.
- To record information about the call on the telephone log and submit this monthly.
- Read and understand the information provided as part of the induction training.
- Understand and work to the Telephone Friendship Service guidelines, boundaries and expectations.
- Adhere to Royal Star & Garter confidentiality policy.
- To take care of own Health & Safety and that of others affected by your volunteering activities.
- Promote the reputation, culture and ethos of the charity as a quality provider of excellent care and customer service.

Time commitment

Minimum of 1 hour per week.

There is no time limit on the length of service, but Telephone Friends are asked to make a commitment for a minimum of 12 months.

Our Values

We are a values-based organisation and strive to demonstrate our values in all we do:

With love	We carry out our work with love, care and compassion
Living positively	We are optimistic in everything we do, supporting veterans and their partners leading happy, fulfilled lives
As a family	We work and live as one team, one family, one community

Standing in their shoes We show admiration and respect for people and never forget what they have done

Take courage We are not afraid to what is right and what is needed

What we are looking for from volunteers

Essential skills and attributes

It is essential that you are a naturally caring character that always puts people first, shows kindness, warmth, compassion and respect at all times, and loves to embrace life to make it meaningful for yourself and those you support.

Others include:

- You enjoy working as part of a team
- You understand how to operate within a confidential environment
- You are aware of the needs of older people

We are also looking for people who are willing to undertake induction and training and who will work within our guidelines and policies. The role is dependent on a DBS check.

Behaviours & characteristics

- Good listening and communication skills
- Naturally patient and able to demonstrate sensitivity
- Reliability and at the same time flexible to changing needs

Don't worry if you are new to a role like this. We will support and train you and encourage you on your telephone friendship journey.

Pathway to becoming a volunteer

- Application Form
- Informal meeting
- References
- Enhanced Disclosure & Barring Check
- Induction Training

Other information you need to know

- This is a remote role, and you will be required to attend online induction training.
- You will need access to a phone to make calls and access to emails to receive information regarding your calls.