



Volunteer Task Description

Our Telephone Befriending Service was set up to alleviate some of the isolation that may be caused by the caring role of Carers across Derbyshire, e.g. where Carers have lost contact with friends & family or are unable to leave the person they care for.

Volunteer role / Title	Telephone Befriender
Based At	Your own home OR Derbyshire Carers Association Office Tel: 01773 833 833
Purpose	To provide a friendly listening ear and confidential conversation on a regular basis to isolated & lonely Carers in Derbyshire.
Time & Other Requirements	Flexible time – to fit around call times suitable to you and the Carers you call. Appropriate telephone calls package (if calling from home).
Responsibilities	Contact isolated Carers by telephone on a regular basis. Calls can last from a few minutes to no longer than 20 minutes per call. Calling several Carers according to your time availability – maximum session 1.5 hours to complete all calls. It is important your calls are confidential. You may need to signpost the Carer onto other support via the Befriending Coordinator. Please note: the role does not include visiting the Carer or undertaking any tasks on a personal level for them.
Experience/Skills you will need to have	Good, clear communication skills, patience, common sense. Be comfortable using the telephone. Be a good listener, and have a sense of humour. Positive outlook. The ability to complete a Monthly record sheet of your calls.
Training given	Full DCA Induction. Role Specific training for Telephone Befriending. General office procedures if telephoning from Head Office.
Supervision/ Evaluation	<ul style="list-style-type: none"> - You will need to provide us with the names and contacts of two people who can provide a reference for you, that have known you for at least 12 months (postal or phone reference) - Once references are received, the Befriending Coordinator will go through the Role Specific training & provide ongoing support for your role.
	This is an excellent opportunity to support isolated Carers in Derbyshire and enhance their quality of life and well-being within their caring role.