



Telford & Wrekin Carers Centre - Adult Carers PHONE FRIEND (Volunteer) Role Description

Volunteer title:	Phone Friend (21+)
Location:	From volunteer's home
Main aim of role:	To improve the quality of life for carers of aged 18+ reducing their feelings of isolation and increasing their confidence.
Objectives of role/outline of opportunities:	To form a trusting one-to-one relationship with a carer over the telephone, showing interest in their life. If necessary, listening to their problems and supporting them in finding solutions.
Training offered:	Phone Friends training (in house), and any other training should it becomes available.
Role requirements:	<ul style="list-style-type: none"> • A caring, non-judgemental attitude to carers and their families. • Good communication skills and willing to build a supporting friendship over the telephone. • An interest in improving carer's life enjoyment, confidence and self-esteem. • Able and willing to use a mobile or landline home phone to make regular calls to carers. • To take part in Phone Friends training and have regular supervision with the befriending coordinator. • Able and willing to keep a Phone Friends short contact diary and report back to the Volunteer Coordinator from time to time.
Commitment:	A minimum of six months commitment to the friendship is preferred. We would expect 2 hours minimum (4 x half an hour average) telephone time per month (maximum 4 hours), to be managed by the friend and the carer, but ideally on a weekly basis.
Support/Supervision:	The Community Resilience and Social Action Co-ordinator offers an "open door" policy for 1-to-1 support at any time 9.00-5 Tues/Wed & Thurs. The Community Resilience and Social Action Coordinator also offers regular supervision by phone or face-to-face (as often as required), giving the Befriender the opportunity to reflect on their role and personal development within the organisation.

