

## Volunteer Role Description

<b>Role Title</b>	<i>Fancy a Blether?</i> Befriender
<b>Purpose of the role</b>	Volunteers help to reduce loneliness and social isolation for local people in Midlothian. Volunteers are matched with their <i>Fancy a Blether?</i> ( <i>FaB</i> ) partner to provide a friendly contact by telephone call, or in person, once a week. Volunteers support their <i>FaB</i> partner to create connections in their community and achieve personal goals.
<b>Where</b>	Telephone befriending is home based. Face to face befriending will take place public spaces such as cafes, libraries etc, and in specific agreed circumstances in the client's home.
<b>When</b>	1-2 hours per week at a mutually agreed time.
<b>Tasks to be undertaken</b>	<p>Tasks include:</p> <ul style="list-style-type: none"> <li>• Make weekly phone contact or face-to-face meetings with a client of the <i>Fancy a Blether</i> service</li> <li>• Fill out call log forms and send to Voluntary Services Manager on a monthly basis</li> <li>• Report any concerns in a timely manner</li> <li>• Maintain confidentiality and data handling procedures in accordance with NHS Lothian policies</li> <li>• Actively participate in training and review meetings</li> <li>• Support appropriate ending to the befriending match</li> </ul>
<b>Tasks not to be undertaken</b>	<ul style="list-style-type: none"> <li>• <i>Fancy a Blether</i> is not a counselling service; volunteers do not provide specialised support for mental health concerns</li> <li>• Volunteers do not provide support with errands (such as food shopping, collecting prescriptions) or household tasks (such as household cleaning, pet care, gardening)</li> </ul>
<b>Skills, Attitudes and Experience needed</b>	<p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Good listening and communication skills</li> <li>• Ability to be empathic, patient, and non-judgemental</li> <li>• Punctual and reliable</li> <li>• A warm, friendly, and professional approach</li> </ul> <p><b>Attitudes</b></p> <ul style="list-style-type: none"> <li>• Respect for confidentiality</li> <li>• Willingness to adhere to the boundaries of the role</li> <li>• Willingness to maintain regular contact with Volunteer Services Manager</li> </ul> <p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• No previous experience required; full training is provided</li> </ul>
<b>Support /Supervision</b>	<ul style="list-style-type: none"> <li>• Induction and training course</li> <li>• Optional ongoing learning opportunities as part of NHS Lothian volunteer programme</li> </ul>

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	<ul style="list-style-type: none"> <li>• Regular group peer support meetings</li> <li>• One-to-one support from Voluntary Services Manager</li> </ul>
<b>Expenses</b>	Agreed out of pocket expenses which are incurred when carrying out this volunteer role will be reimbursed in line with the NHS Lothian volunteer expenses policy and signed off by the Voluntary Services Manager.
<b>How to apply / what happens next</b>	Application Pack, Informal interview, Training, Disclosure Scotland PVG membership
<b>Created, by whom</b>	21/12/2020, Georgia Sinclair, VSM