

Job Description



Job Title: Telephone Befriender (9 hours p/wk)
Please note this is an office based post.

Responsible To: Service Manager

Hours: 08.00am to 11.00am on 3 of any 7 mornings per week as directed by us, plus a monthly training afternoon from 12.30pm to 3.30pm. Our staff training afternoon is held on the 2nd Monday of the month.

Pay: £9.50 per hour

Closing Date: Friday 15th January 2021 (12:00pm)

Fixed Term Post: March 2022

Good Morning Service is a multi award-winning telephone befriending and alert service. Established in 2000, we have supported members to be – and feel – connected, safer and valued by providing emotional and practical support 365 days a year.

Telephone Befrienders are our greatest asset. They are thinking, skilled and caring individuals and we're searching for someone special to join our team.

Job Specification

You will build meaningful, quality relationships with clients via regular telephone calls, giving emotional support whenever required. Managing a case load, you will try to locate a client if our **Good Morning Call** remains unanswered. You will alert a contact person if the client's safety cannot be verified. When appropriate, you will escalate to a supervisor before alerting the Emergency Services.

Person Specification

You will be caring, patient and hard working. You understand the needs of vulnerable people, can focus on personal outcomes and adopt an asset-based approach to their support.

You have an Applied Suicide Intervention Skills Training and Scotland's Mental Health First Aid certificates, or, experience in supporting people with poor mental well-being.

You are computer literate, including being able to video conference and enjoy working in a busy office environment. This post is based in our offices in Springburn.

Main Functions

- To engage in the assessment, care and support of vulnerable people
- To build trust and meaningful relationships with clients via the telephone
- To maintain an accurate record of client care
- To signpost / refer clients to other agencies for assistance when appropriate

- To follow emergency procedures if the client's safety cannot be verified
- To undertake skills and awareness training as required
- To promote the service within the community
- To undertake general office administration and cleaning duties
- Any other duties which the Management Team or Board of Trustees deem reasonable to pursue the objects of the service

To apply

Please call us for an application form or download it from our website and post it or email it to here: posts@goodmorningservice.co.uk. We will get in touch if your application proceeds.

We are an equal opportunities employer. If your application is successful, we will conduct relevant employment checks prior to you starting with us. These include us verifying your recent employment and carrying out a suitable PVG Scheme disclosure.

Good Morning Project Ltd, Flemington House, 110 Flemington St, G21 4BF

www.goodmorningservice.co.uk

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