

Job Description



Job Title: 9 hour Telephone Befriender

Fixed Term Post: Until March 2020.

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

Responsible To: Service Manager

Pay: £9.50 per hour

Good Morning Service is a multi award-winning telephone befriending and alert service for older people. 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, alerting a contact person if the client cannot be located and their safety verified. Working as part of a team you will escalate to a supervisor before alerting the Emergency Services when required. We operate 365 days a year.

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 are comfortable working in a busy office, computer literate and able to type.

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

Please post or hand deliver your application form, please do not email it to us. We will close the vacancy once the required quality or number of applications has been received. We will inform you of interviews 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.

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