



Beith Community Development Trust
Geilsland School, Geilsland Road, Beith, North Ayrshire, KA15 1HD
Tel: 01505 228141
E-mail: hello@beithtrust.org

Job Description and Person Specification

1. Job Description of Telephone Befriender

As a befriender your role will be to listen, be interested in people's wellbeing, be friendly and chatty and build up a rapport with someone who is lonely, vulnerable and feeling isolated. You cannot be judgemental. Befriending aims to connect people within the community with a friendly chat. You will be required to:

- Make a 15/20 minute phone call once you have been matched with a suitable client for a friendly chat
- Have the ability to signpost people to access opportunities provided by Beith Trust, our partners and other agencies which would have a positive impact on their lives.
- Keep records of all phone calls
- Be willing to take up any training required for the post
- Will be required to complete a PVG application form

All conversations are confidential although we do have a duty of care to pass on information which causes concern to the relevant organisations.



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2. Person Specification

We are looking for a person with the following skills and qualities

Essential Criteria

- Access to the internet
- IT Skills – able to use Microsoft Office and an email
- Strong Listening Skills
- Ability to approach new people without prejudice
- Honest and Trustworthiness
- Commitment and reliability
- Respect for confidentiality
- Friendliness and warmth
- Empathy and Resilience
- Professional approach to working with the Trust
- Ability to offer caring and understanding presence
- Able to offer a minimum of 2 hrs a week to phone clients
- Non judgemental attitude

Preferred Criteria

- Have access to a computer to write up reports
- Previous befriending experience
- Experience of working with vulnerable adults
- Have a current up to date PVG