The Role of an interim Telephone Befriender is to befriend a person(s) within your community who may be feeling lonely and isolated during these challenging times.  This may be via a telephone or other agreed means such as skype/WhatsApp video call etc.

The aim of this agreement is to clarify your role and the agreement you have with insert org name in undertaking this role, and support insert org name will provide whilst this role continues. You must have completed the agreed fast track training before commencing your role and in carrying out your role you must adhere to the guidance and policies insert org name has provided you with. In addition, you must maintain the agreed contact with insert name and contact number who will provide you with support and supervision for your role.

Your role is to:

* To make contact via telephone or other means mentioned above with a person(s) with whom you have been matched on the agreed regular pattern
* To give the person(s) some social interaction and emotional support through conversation
* To stay connected with the organisation and feedback any concerns, that may need addressing
* To respect the confidentiality of those you are supporting and any that of any other volunteers that you come into contact with as a result of your role
* Let us know immediately if you are unwell or are unable to carry out your role

We will:

* ensure that you have had access to and completed the fast track training for the role
* ensure that you have appropriate guidance and policies to help you understand and carry out your role
* ensure that you have access to updated information as the situation changes surrounding your role and any new advice about Covid-19 and related issues
* provide you with ongoing support and supervision (insert how often) whilst you are volunteering with us
* pay all reasonable “out of pocket” expenses in line with our expenses policy

We agree to work within the obligations outlined in this agreement. As an interim volunteer I understand:

* I can withdraw from my role at any time by letting insert org name know.
* That insert org name may end my volunteering role if I don’t follow this agreement or policies and guidance the agreement with the Befriender at any time during their involvement.

Interim Befriender Signature:

Coordinator Signature:

Date: