

Telephone Befriender Volunteer

We are looking for volunteers to be befrienders, providing emotional support over the phone to people affected by Pulmonary Fibrosis.

What's Involved?

- Provide emotional support to people with Pulmonary Fibrosis (PF) and their carers
- To signpost people to local and national support, such as support meetings, specialist centres, APF website, other organisations
- To highlight and refer to the APF support line when people need expert advice
- A commitment to keep up to date with PF related information
- Attend volunteer support meetings and other development events identified.

This Role will suit me if I:

- Have a warm, welcoming, and empathetic manner
- Have good listening and communications skills
- Have an understanding of PF and its impact on families, or a willingness to learn
- Understand the need for confidentiality and the importance of data protection and safeguarding
- Have access to the internet, a telephone and good computer skills
- Am able to assess and seek advice from APF when extra support is needed.

What we offer:

- Become part of a friendly dedicated team
- Expenses (in line with our volunteers' expenses policy)
- Ongoing support and supervision
- Access to training opportunities
- References (after completion of 3 months volunteering with us).

How Flexible is the role?

Volunteers work from home for approximately 1-4 hours a week. We usually ask volunteers to commit to volunteering for a minimum of 3-6 months.

What sort of Training/Induction will I receive?

Before you can begin your role, we will need an enhanced Disclosure and Barring Service check (DBS). You'll also be inducted into the role, and as part of this you'll be able to take part in training online. Ongoing training opportunities will be provided, and volunteers will be expected to attend appropriate development training sessions.

Next Steps

If you would like to join our growing team, please email support@actionpf.org for more information or call us for an informal chat: 01733 475642.

We welcome applications from all backgrounds and communities.