

VOLUNTEER PROFILE

POSITION	Befriender Volunteer		
TEAM	Community Investment Team	LOCATION	Home
VERSION	2	LAST UPDATED	September 2025

PURPOSE OF ROLE	To undertake befriending calls to Coastline customers, signposting them to external agencies/groups for onward support.
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DESIRABLE SKILLS

1. Friendly and Approachable
2. Good Communication Skills
3. Good Listener
4. Reliable

KEY TASKS

1. To befriend Coastline customers who have identified that they feel isolated and/or lonely via phone.
2. Providing friendly conversation and companionship, as well as signposting them to external agencies and community groups for ongoing support.
3. Promoting the use of Coastline's online services such as My Coastline, and the Coastline Conversation Facebook page.
4. Promote the health and wellbeing of the customer.
5. Value the customer's knowledge, experiences and opinions.
6. Exercise patience and allow sufficient time for customers with speech and language difficulties to verbally express themselves.

KEY TASKS

7. Maintain clear and professional boundaries with customers.
8. Respect and maintain the confidentiality of customers, in line with GDPR.
9. Report any safeguarding concerns immediately.
10. Complete Safeguarding, GDPR and Professional Boundaries training.

GENERAL TASKS (THIS IS STANDARD FOR ALL VOLUNTEER ROLES)

1. Represent the Company positively with all external agencies.
2. Demonstrate behaviours in accordance with Coastline's values: Put our customers first, Be open, honest and accountable, Value each other, Strive to be the best.
3. Establish, develop and maintain effective working relationships with all colleagues, volunteers, customers and actively promote the buddy system.
4. Ensure compliance with the Company's Health and Safety policies and procedures.
5. Continually promote equal opportunities and customer care in full compliance with the Company's policy and standards.
6. Ensure adherence to the confidentiality policy in all aspects of volunteer tasks/duties.
7. Attend and participate in meetings as required, including supervision and training.
8. Undertake specific tasks and projects as requested.
9. Manage personal 'workload'.
10. Carry out relevant tasks appropriate to this role.
11. Comply with the relevant Company and Group policies and procedures which relate to volunteers.
12. Undertake mandatory volunteer training and any additional training which is deemed necessary for your volunteer role.

REPORTING

Reports to: Community Investment Team Manager & Volunteer Manager

CONTACTS

Internal

- Head of Housing Services
- Community Investment Manager & Team
- Volunteer Manager
- Volunteers

External - External agencies (statutory and voluntary)