



JOIN OUR PHONE BUDDY VOLUNTEER TEAM

Equal People Mencap's Floating Support Team provide 1:1 independent living, community and personal care and support to people learning disabilities, autism, and complex needs and those experiencing mental health issues living in the community.

We are looking for volunteers to be 'phone buddies' available on the phone to our members to offer emotional support, a friendly ear and answer rota support queries for our members when our Resource Centre is closed.

You will:

- Listen and offer reassurance
- Provide emotional support
- Answer queries about rota'd support
- Record details of the call (time/name/number/ issue)
- Where appropriate contact the On Call Manager to pass on details of the call for the Manager to follow up.
- Send to the Floating Support Manager the written record of all calls weekly.

Our team of volunteers will be available to members:

- 40pm to 10pm Monday to Friday
- 10am-4pm and 4pm-10pm Saturday and Sunday.

You will be offered:

- Monthly supervision sessions.
- Care-Skills and other training as required by the Floating Support Manager

Volunteers will be provided with sims, iPads and access to Equal People mencap's online database.

Volunteer Phoner Buddy Volunteer Role Specification

- **Friendly, approachable phone manner**
- **A good listener**
- **Computer literate**
- **Learning disability or mental health experience or Awareness**

A Satisfactory Disclosure and Barring Service (DBS) check is required.