

## JOB OUTLINE / PERSON SPECIFICATION



<b>Job Title</b>	<b>Telephone Befriender (Part-time/ Maternity Cover)</b>	<b>Hours:</b> 12 hours <b>Work Pattern:</b> 4 mornings <b>Schedule:</b> Monday, Wednesday, Thursday, Friday (8.30-11.30am) <b>Hourly rate:</b> £12.71
<b>Department</b>	<b>Good Morning Oasis Telephone Service</b>	<b>Location:</b> Oasis Caring In Action 81-83A Castlereagh St, Belfast, BT5 4NF
<b>Contract type:</b>	<b>Temporary /Part-time Maternity cover</b>	<b>Closing date:</b> Wednesday 14 <sup>th</sup> May 2025 at 12noon <b>Reference:</b> GMOMC-May25
<b>Main Purpose of Job:</b> The <b>Telephone Befriender</b> supports the delivery of the <b>Good Morning Oasis</b> telephone support service to older and vulnerable people in South and East Belfast, offering friendship, support and signposting to other services. <b>(NB: This post is office-based and not remote working).</b>		
<b>Reports directly to</b>		<b>Good Morning Oasis Project Manager</b>
<b>Required Minimum:</b> <ul style="list-style-type: none"> <li>▪ GCSE or equivalent – Pass in Maths and English</li> <li>▪ Computer literate</li> </ul>		
<b>Essential Skills/Abilities and Competencies:</b> <ul style="list-style-type: none"> <li>• Experience of working with older and/or vulnerable people in a befriending role (1 year)</li> <li>• Understanding of the needs of the various service users</li> <li>• Understanding of the issues surrounding confidentiality</li> <li>• Ability to use initiative</li> <li>• Excellent command of English</li> <li>• Excellent Communication Skills (oral and written)</li> </ul>		
<b>Desirable Additional Education, Work Experience and Personal Qualities:</b> <ul style="list-style-type: none"> <li>• Understanding of Community Safety and health issues</li> <li>• Be able to work without supervision</li> <li>• Sensitivity towards people</li> <li>• Tactful</li> </ul>		
<b>Other information:</b> Application is by CV to <a href="mailto:Gladys.swanton@oasis-ni.org">Gladys.swanton@oasis-ni.org</a> by 12 noon on Wednesday 14 <sup>th</sup> May 2025 Interviews to be held week beginning 19/5/2025.		

## **JOB DESCRIPTION**

Department: **Good Morning Oasis**

Job Title: **Telephone Befriender – Part-time /Maternity Cover**

	<b>Key Performance Areas / Tasks:</b>
<b>1.</b>	To deliver a Telephone Support service which meets the needs of older and vulnerable people who are isolated and/or housebound.
<b>2.</b>	To update details on computer system of call logs and client information.
<b>3.</b>	To encourage and support older and vulnerable people to make connections within their community.
<b>4.</b>	To provide information on services, activities and resources available within the community and to signpost individuals to other relevant agencies in the statutory and voluntary sector.
<b>5.</b>	To advise the Project Manager on a regular basis of any issues with service users and to seek authorisation for action in line with delegated responsibilities.
<b>6.</b>	To maintain appropriate records in accordance with Good Morning Oasis policy and procedures.
<b>7.</b>	To inform the Project Manager when the involvement of other agencies may need to be initiated.
<b>8.</b>	To liaise with users, colleagues and representatives from other agencies.
<b>9.</b>	To identify other supports/services that the Project might offer to individuals.
<b>10.</b>	To ensure that all Health and Safety policies are adhered to with regard to self and others.
<b>11.</b>	To undertake appropriate training
<b>12.</b>	Any other duties commensurate with the post.