



Northern Ireland's
only HIV charity
www.positivelifeni.com

VOLUNTEER ROLE DESCRIPTION *Telephone Befriending Volunteer*

What do Telephone Befriending Volunteers do?

Positive Life Telephone Befriending Volunteers make and receive calls providing sensitive and informed support, information and non-directive advice to people living with and affected by HIV.

Not only is telephone support especially helpful to individuals who are unable, for whatever reason, to visit us in person, it also helps to extend the range and reach of our services throughout Northern Ireland and contributes towards improving well-being and reducing the social isolation so often experienced by people living with and affected by HIV.

**Volunteers will be fully supported in their role
by a member of the Positive Life Services team.**

The overarching ethos of our work is person centred, respectful of everyone, and is always underpinned by impartiality and a non-judgemental approach.

Our Volunteers need to engage to a standard consistent with this approach and with the aims, principles, and policies of the organisation.

When?

This role is normally carried out between the hours of 10am and 4pm on weekdays.

We would ask you to be available for at least two 3-hour sessions per month.

We would also ask that you attend a minimum of 2 training sessions or team meetings which will be scheduled throughout the year.

Where?

Positive Life is based between the Lisburn and Malone Roads at 20 Derryvolgie Avenue, Belfast, BT9 6FN. We have plenty of on-site parking and are located quite close to public transport links.

Full travel expenses and other reasonable 'out of pocket' expenses will be paid.

Why?

We are Northern Ireland's **only** HIV charity, so becoming a Telephone Befriending Volunteer will provide you with a unique opportunity to:

- Learn about HIV and how it affects individuals and families.
- Bust the common myths about HIV and effect real change for people living with HIV and NI society.
- Meet others and engage with diversity.
- Be part of a professional and enthusiastic team.

Qualities sought

Full training will be provided, and we don't ask for formal qualifications, however, due to the nature of the work we undertake, it is essential that you can currently demonstrate the following skills and qualities. We would be particularly excited to hear from talented people who have a second language.

1. Excellent verbal communication skills, especially by telephone.
2. Excellent listening skills and can demonstrate empathy, patience, consideration, and a caring nature.
3. The ability to establish positive relationships with service users, other Volunteers, and staff.
4. The ability to work as part of a team.
5. A flexible approach to availability.
6. A willingness to attend relevant training.

You must also be able to show that with training you will be able to quickly gain:

7. An awareness of the impact of an HIV+ diagnosis.
8. An understanding of, and agreement with Positive Life's policies in relation to confidentiality, equality of opportunity and any other relevant policies.

You must be prepared to undergo an Access NI check if required.

For further information

www.positivelifeni.com

lea@positivelifeni.com

028 9024 9268 / 07427 511 629