



Branch Community Supporter Role Profile

Telephone Buddy

How will I make a difference as an RBL Telephone Buddy?

RBL provides support and services to members of the Armed Forces community. In this role you will be supporting RBL by providing comradeship to individuals experiencing loneliness or isolation over the phone.

What will I be doing as an RBL Telephone Buddy?

Once beneficiaries are deemed suitable for BCS by RBL's welfare team, your MEO will approach you to suggest a matching, and once agreed, we will invite you to reach out to the individual and arrange your first call.

By offering a listening ear and building a relationship, you will provide companionship that helps reduce isolation. We will ask you to report on your calls and inform us of any concerns that need to be addressed by RBL's welfare team.

What skills and experience would I need, or could I develop?

- Enjoying meeting and talking to people and having good interpersonal skills.
- Empathising with and offering comradeship to members of the Armed Forces community
- Being comfortable working on your own.
- Being a reliable and dependable team player
- Volunteering in accordance with the guidance provided.
- Being able to respect the confidentiality of those you visit and being sensitive to the needs of the people we support.
- Committed to acting in line with RBL's policies and procedures, including those relating to data protection; confidentiality; safeguarding; health and safety and equality and diversity.
- Giving a regular commitment of time as agreed by the person you are supporting, usually once a week.

What support will be available to me?

- You'll have access to advice and support from your local Membership team, the National BCS Team, your regional County Community Support Coordinator, and your branch to assist you in your role.
- Training and opportunities for further development.



- If the person you are supporting has additional welfare needs, you have access to the RBL Contact Centre 8am – 8pm. Additionally you can raise any non-emergency concerns through the BCS reporting form.
- Volunteer guidelines and an agreement that set out our shared expectations, including what we expect from you and what you can expect from us.

What else do I need to know?

Time commitment:	This will be agreed with your local Membership team and will be based on your availability and the needs of the people you are supporting
Training/ Resources:	• One day face-to-face training with our Learning and Development team • Mandatory online learning modules to be completed within 3 months of registration in the role: ◦ GDPR (annual refresher) ◦ Safeguarding (annual refresher) ◦ Lone working
Expenses:	Out-of-pocket travel costs between home and place of volunteering, in line with our agreed policy, will be reimbursed by your branch
Extra Information:	• The minimum age for this role is 18 years old. • Branch Community Support is a volunteering programme within RBL's membership service, so our volunteers are required to be RBL members. • A basic criminal record (DBS/Access NI) check is required. (RBL arranges this for you and covers the cost) • Once you have signed up you will need to check and sign a Code of Conduct and Safeguarding Declaration (which are sent via Docusign) • You are covered by the RBL public liability insurance for your activities as a volunteer. • You will receive an RBL.Community email address once you become a BCS Supporter and you can apply for a BCS ID card.

What are the benefits for me?

- Developing experience of providing comradeship and social support to individuals
- Being part of a committed and friendly team.
- Gaining skills and experience to build your CV.
- Personal satisfaction in making a difference to the Armed Forces community.