

# Job Description



**Job Title:** Telephone Befriender (6 hours p/wk)

Please note, this is an office-based post for the initial 12 month training period, thereafter working from home may be considered.

**Responsible To:** Service Manager

**Hours:** 8.00am to 11.00am on 2 of any 7 mornings per week as directed by us, plus a monthly training afternoon from 12.30pm to 3.30pm. We can consider your preferred days of work, but this is not a guarantee of contract. Staff training is on the 2nd Monday of each month.

**Pay:** £13.45 per hour

**Closing Date:** **Wednesday 22<sup>nd</sup> April 2026**  
IF your application proceeds we will contact you by 15/05/26.

**Fixed Term Post:** To March 2027. Availability of continuation will depend on funding secured.

Established in 2000, **Good Morning Service** is a multi award-winning charity providing a unique telephone befriending and safety-net alert service to older people.

We have supported clients to be – and feel – connected, safer and valued by providing social, emotional and safety-net alert support 365 days a year.

Telephone Befrienders are our greatest asset. They are thinking, skilled and caring individuals and we're looking for someone special to join our team.

## Job Specification

As a Telephone Befriender you will make **Good Morning Calls** at a pre-arranged time to our client base. Over time, you will build knowledge and trust in order to build a long-term and meaningful relationship with someone, whilst remaining professional.

Managing a case load, you will try to locate a client if our **Good Morning Call** remains unanswered. You will alert a contact person if the client's safety cannot be verified.

When appropriate, you will escalate to a supervisor before alerting the Emergency Services.

This post is based in our offices in Port Dundas for the initial 12 month training period. Thereafter a hybrid system of working from home and office may be offered.

## Person Specification

You will be caring, hard-working and an organised person. You understand the needs of vulnerable people, can focus on personal outcomes and adopt an asset-based approach to their support.

You are computer literate, including being able to video conference, and enjoy working in a busy office environment. Working knowledge of Microsoft Teams would be useful.

Ideally, you have an Applied Suicide Intervention Skills Training and Scotland's Mental Health First Aid certificates, or, experience in supporting people with poor mental health and well-being.

*“As a team of people we are dedicated to the service and mindful of each other.  
As an organisation, Good Morning Service is client-centered and inclusive  
– and extremely supportive of staff and their well-being.” Edwina, Telephone Befriender*

## Main Functions

- To engage in the assessment, care and support of vulnerable people
- To build trust and meaningful relationships with clients via the telephone
- To maintain an accurate record of client care
- To signpost / refer clients to other agencies for assistance when appropriate
- To follow emergency procedures if the client's safety cannot be verified
- To undertake skills and awareness training as required
- To promote the service within the community
- To undertake general office administration and cleaning duties
- Any other duties which the Management Team or Board of Trustees deem reasonable to pursue the objects of the service

## To apply

Please call us on 0141 336 7766 or email us at [posts@goodmorningservice.co.uk](mailto:posts@goodmorningservice.co.uk) to request an application form.

We are an equal opportunities employer. If your application is successful, we will conduct relevant employment checks prior to you starting with us. These include us verifying your recent employment and carrying out a suitable Protecting Vulnerable Groups Scheme disclosure.

**Good Morning Service, 4B Platinum House, 23 Eagle St, G4 9XA**  
[www.goodmorningservice.co.uk](http://www.goodmorningservice.co.uk)

**0141 336 7766**

## Make a Difference

*"I feel known because they're interested. You are made to feel important and that makes me feel good. The calls make me put in the effort to get up and start the day. Knowing that you'll contact my family if I can't get to the phone means I'm safer too. You could do no better." Ishbel*

*"I always say to my psychiatrist this service keeps me alive. It boosts me and I find that life-saving. Helps me in every way. Helps me in my journey and my mental health." Ann*

*"I've never looked back since my doctor referred me for depression. You're always there, you always care. Your help has made me think more positively about life." Albert*

*"There is so much connection with the team. It makes me feel worthy of myself. I can't explain how beautiful you make me feel." Shaheda*

*"Good Morning Service is a shining light in the third sector for services to the older population and others. Cutting edge before the pandemic, it has demonstrated during it why daily contact is so necessary to combat social isolation and to take proper care of people at risk and potentially at risk." Professor Ian Welsh, The Health and Social Care Alliance Scotland*