



41 Club Buddies – Frequently Asked Questions

As a buddy you will have lots of questions – here are a few frequently asked questions you may have:

What's expected of me?

- As a 41 Club Buddy you should have excellent listening skills and enjoy a good phone call.
- You will need to be able to show your caller respect, patience, empathy and understanding.
- Your caller will be a fellow 41 Club member - just like you, so you'll be expected to speak to him as a distant friend. They may possibly be an ex-41 Club member.

What training do I need?

- 41 Club is a fellowship Association that you will already be experienced in, following on from time within Round Table. Consequently, you will be expected to be fully aware of the Association's focus on encouraging and supporting fellowship with other members.
- You will however be expected to undertake and be aware of some basic Buddy training and to agree to our few but important policies and guidelines.
- These will include:
 - Confidentiality
 - Safeguarding
 - How to log in and out of the Buddyline system
 - Answering a Buddyline call
 - Listening skills
 - Ideas on subjects to talk about
 - Open questioning skills
 - Where to Signpost callers
 - Logging lessons learned
 - Understanding where your support as a Buddy is available

I'm not an expert – how can I help someone?

- As a Buddy, you are not expected to solve difficult problems. Rather you are there to listen and to allow the caller to expand upon anything that may be worrying them – just as you would do if someone in your own 41 Club were to approach you.
- Buddies are people who use various listening and questioning techniques to have a conversation with a caller.



- Buddies are 'sign posters' who will have access to (and contribute towards) a list of support Organisations to whom if appropriate, a caller can be encouraged to contact to get further support and expert guidance if needed.
- After your call, you'll be expected to record some summary information and share your experience with your Buddy Supporter, to discuss how the call went and agree any lessons learnt.

When will I have to be available?

- You are only expected to make yourself available when you are able to.
- The Buddyline will be open from 9am – 9pm (*to be discussed and agreed*), seven days a week (including public holidays) and available to any 41 Club member who may be feeling lonely or isolated and wants to speak to a 41 Club Buddy.

Will the caller have my personal number?

- No – there will be a single 'Buddyline' number advertised, that will divert to available Buddies' personal numbers in shared rotation.
- Callers will not have access to Buddies' personal numbers, unless a Buddy offers to provide his to a caller. This may need to be agreed with your Buddy Supporter prior to this being done.

What if I don't answer my phone when I get a Buddyline call?

- The caller will be automatically diverted to the next available Buddy.

Will Buddyline calls be shared equally between Buddies?

- Yes, all Buddies will be allocated an equal number of diverted calls.