

Telephone Befriending

Service	Befriending
Objective	To support older adults by alleviating loneliness and isolation, supporting independence, and increasing self-confidence, by making weekly telephone calls to a client living in the borough of Croydon.
Location	Home based

Duties:

- Providing companionship to clients by telephone for a chat
- Maintaining records of telephone calls to clients and sending those to the Befriending Coordinator on a regular basis

Skills Required:

- Good listening and communication skills
- An open-minded and non-judgemental attitude
- An understanding and awareness of issues faced by older adults
- Adherence to Age UK Croydon's policies and procedures, including Confidentiality and Safeguarding
- Ability to maintain professional boundaries

Benefits:

- Relevant training courses will be provided
- Regular supervision and support given
- Meeting new people and being part of a vibrant volunteering team
- Gaining new skills
- Travel and other expenses will be reimbursed

Support:

- You will receive a thorough induction before you start, to familiarise yourself with Age UK Croydon's policies and procedures.
- You will be assigned a line manager who is there to support and encourage you
- Regular catch-ups so you feel confident in your role

Time Commitment:

- This is a flexible role, and telephone calls can be arranged on agreement between the volunteer and the client.
- Telephone calls can be from 15 minutes up to an hour, once a week.

Role is subject to proof of ID and 2 references