

Volunteer Befriender (Telephone)

To provide telephone companionship, to combat loneliness and social isolation.

What a volunteer befriender does:

- Has a telephone call with an older person on a regular basis
- Provides company to alleviate isolation.
- Provides information and refers to other services

Personal qualities most suited to this role:

- Good communication & listening skills;
- Understands confidentiality;
- Sense of humour;
- Understands and empathises with the needs of older people;
- Patient and sensitive;
- Reliable; and
- Able to deal with emergencies.

Training:

Training will be offered to meet the requirements of the role, but IT skills are essential.

How much time is involved?

2-3 hours per week, during office hours 9am to 4pm. Days flexible as agreed with your supervisor.

You can stop volunteering at any time but please do let us know as soon as possible.

Expenses and Insurance:

We will cover agreed out-of-pocket expenses for volunteers (e.g., travel costs). We will also insure you for the time you are volunteering with us. **A DBS police check certificate will be required. We can help you obtain a free but compulsory DBS police Check.**

Responsible to:

Designated Manager