

Volunteer Task Description

Role Title:	Friend on the Phone
Where:	London Borough of Tower Hamlets
When:	To be arranged
Purpose of Role:	<p>Tasks to include the following:</p> <ul style="list-style-type: none"> • Call service users who live at home, who do not want someone to come to their home but would like to have a chat on a weekly basis. • Call service users who are on our waiting list for a befriender to be introduced to them. • Have a friendly chat – similar to a friend or family member • Calls would last between 5 – 15 minutes • Record calls
	<ul style="list-style-type: none"> • All tasks must be carried out in accordance with Age UK’s East London’s policies and procedures including: Equal Opportunities, Health & Safety, Confidentiality, Complaints, Data protection, Safeguarding Vulnerable Adults.
Skills Required	<ul style="list-style-type: none"> • To be friendly • To have good communication skills. • Be able to commit at least 2hrs a week • Have good IT Skills
What’s in it for you:	<ul style="list-style-type: none"> • You will have opportunities to gain more experience/skills • You will have access to in-house training
For more information contact:	<p>Please email sharon.waddams@ageukeastlondon.org.uk should you wish to volunteer with Age UK East London or download the application form and either email to the above email or post to the address on the form.</p>