

# Volunteer Role Profile



Volunteer Role	<b>Befriending 123</b>
Volunteer Manager	<b>Charles Sheldon</b>
Where you will be based	<b>Community</b>

## Why we want you

Older persons are at risk of becoming isolated and losing their community connections. As a mainly Telephone Befriender Volunteer, you'll work flexibly from the comfort of your own home and contact older persons to understand their service needs. If you love talking to others, are polite and empathetic, and have access to a phone, we'd love to hear from you. There may also be the opportunity for a physical meeting, but only if relevant and where it is something you want to do.

## What you will be doing

- Call a client(s) assigned to you through the Befriender Coordinator
- Call your assigned client(s) once a week at a mutually agreed time
- Maintain light-hearted chat during your calls
- Liaise with the Befriender Coordinator
- Raise any concerns you may have regarding your client(s) with the Befriender coordinator
- The client remains on the service for up to 6 months

## The skills you need

- Have good telephone and communication skills
- Be a people person
- Have at least very basic IT skills
- Be trustworthy and reliable
- Have a desire to help elderly people in the local community

## What's in it for you

- An induction and ongoing training with support sessions if required
- Reimbursement of out of pocket travelling expenses
- Full recognition of the time, energy and skills volunteers freely give - for example long service and merit awards
- The opportunity to be part of a friendly team
- The opportunity to meet other volunteers and attend occasional social events
- The opportunity to be involved in the planning and development of AGE UK East Sussex Services
- Appropriate insurance cover - to protect you whilst you are acting on

behalf of AGE UK East Sussex (please note our insurance covers volunteers from the age of 18 -85 years of age)

- The opportunity to enhance your skills

## **Disclaimer**

Age UK East Sussex reserves the right to review this role description from time to time to best suit the changing nature of the role in line with service needs. Any changes to this document will be made by mutual agreement.