

## **Volunteer Role Outline TELEPHONE BEFRIENDER**

### **The role involves:**

- Making regular telephone contact with older people at home who are isolated and/or vulnerable.
- To telephone clients who live at home, who are usually isolated older people.
- To telephone each client for a 5 to 15 minute call.
- To have a friendly chat, similar to a friend or family member.
- To record in brief the call in the client file.
- Informing the project co-ordinator immediately should there be any concerns regarding the client's wellbeing.

### **Your role will also require you:**

- To adhere to the relevant policies and procedures of Age UK Gateshead particularly in relation to guidance regarding, health and safety confidentiality, and the safeguarding of vulnerable adults.
- To undertake organisation induction and informal training if required.
- Attend regular volunteer support meetings.
- Assist by helping to raise awareness about the project and our organisation.
- Attend volunteer support meetings.
- To help Age UK Gateshead maintain a low-key social support service to older people living alone.

### **The skills required for the role are:**

- Good communication and listening skills, including a sound understanding of both spoken and written English.
- Understanding the need for confidentiality.
- A liking and an empathy with older people.
- A friendly and cheerful telephone manner.
- A sense of humour.
- Reliability.

**Suggested hours:**

To be arranged, with project co-ordinator.

**Location:**

At the office of Age UK Gateshead or from your own home.

**Other details:**

Due to the nature of this role, all volunteers will be required to undergo an enhanced Disclosure and Barring Service check. This helps us in our recruitment decisions especially as we work with older and vulnerable groups. The DBS check involves giving us further personal information in order to complete the process. You will be notified by the Disclosure and Barring service upon completion.

**Expenses:**

Age UK Gateshead will repay any agreed expenses such as bus fares, on production of receipts. We agree to pay 40p per mile towards the cost of mileage, this will be paid on a monthly basis for all authorised journeys undertaken by car.

Calls made from home can be reimbursed but please note that we will need to take a copy of your telephone billing/statement in order to process your payment.