

Telephone Befriender Role Description

We are looking for friendly, caring individuals to telephone befriend lonely older people. These calls make a real difference for someone who may not have much company from day to day. Loneliness among older people is becoming a greater issue. The befriending service provides regular, friendly phone calls to help reduce feelings of isolation and rebuild confidence. The telephone calls also allow the older person to enjoy general conversation on subjects that interest them and help prevent the feelings of loneliness.

Purpose of the role:

To provide a friendly, regular telephone call to older people with the aim of reducing feelings of social isolation.

Personal qualities and experience most suited to this role:

- Confident, communication skills
- Enjoy conversation and listening
- Provide a friendly ear for the older people
- Understand the issues that some older people may face
- Be trustworthy, reliable and committed
- Have a sense of humour!

Training:

An induction session to prepare you for your role. This will also include how to use the information resources available and be an opportunity to raise questions.

How much time is involved?

This role is flexible, and you can be involved as little or as much as you want. However, it is **very** important that the telephone calls are regular (this can be weekly /fortnightly/agreed with client

What we hope for you in this role:

- That you will promote a caring, supportive, professional relationship with all service users. Providing a supportive ear to listen and encourage positive thinking and growth.
- Sometimes, the relationship with the service user may be challenging due to their needs and circumstances and so we hope that you will be realistic about what can be achieved in your relationship with them.
- That you always maintain confidentiality. We ask that you do not disclose your phone number or offer to visit the older person at home even if they live within close travelling distance. This service is **telephone calls only**.
- As a volunteer you are in a position of trust and must not do anything which does, or could be seen to, undermine or abuse that trust.
- You must always support, respect and adhere to our organisational policies, guidelines and management decisions, including all aspects of equal opportunities, health and safety and data protection. Copies of all policies are available upon request.

- If there is any change in your circumstances that may affect your volunteering, please let us know.

Benefits Offered:

- Full Insurance cover
- Volunteer recognition events
- References given if required

Support and Supervision:

- The volunteers will be supported by the Befriending Coordinator
- If you have any concerns about your volunteering role or the person you are befriending you should let us know immediately so we can take action to resolve any issues or difficulties.

For more information on the role:

Contact Befriending Co-ordinators : Libby Beadle or Jane Ingram our Befriending Co-ordinators

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