

## **Telephone Befriender Volunteer Role Description**

We are looking for dedicated volunteers who can give their time to support older people who are at risk of social isolation.

As a Telephone Befriender you will be part of a small group of dedicated volunteers who make calls from a city based call centre to older people to help alleviate any isolation and loneliness they may be experiencing.

This is a flexible role that gives you the opportunity to help people in a way that you are passionate about, talking to an older person by telephone, to engage them in conversation and to listen with interest.

### **What's involved?**

Help older people feel less lonely by providing conversation and a listening ear.

- Promote ageing in a positive way
- Use your own experience of life events and help others to adapt to changes
- To refer and signpost an older person to other organisations and agencies that may support their health and well-being
- Encourage older people to attend social groups e.g. coffee mornings or one-off events, if they feel they would like to
- Use a computer system to make notes and feed back to the project coordinator

### **What knowledge do I need?**

As Telephone Befriender, it would be beneficial (but not essential) for you to:

- Have first-hand experience of transitional life events e.g. retirement, divorce
- Understand how life events can impact on physical and mental health/wellbeing
- Be willing to find out about local services and how to support individuals to use them

### **What skills do I need?**

As a Telephone Befriender, we ask that you:

- Have good listening and communication skills
- Have an interest in and empathy with older people
- Can provide non-judgemental support and encouragement to people in difficult situations
- Are able to respect confidentiality even in difficult situations
- Are honest, reliable, committed and flexible to meet clients' needs

## **What can I gain from this role?**

- A greater awareness of services and activities in your local area
- Training and support in areas such as active listening, understanding the barriers to social isolation and appropriate signposting
- Opportunity to meet new people and use and develop your skills

## **Training**

You will receive full training and support to help you to improve your confidence and understanding for this role. You will be required to complete mandatory training before you begin your role. This will cover areas such as boundaries, confidentiality, and safeguarding.

## **Support**

You will be supported by a dedicated member of staff who will ensure that your training and development needs are met, and provide ongoing support as needed.

## **Expenses**

We will refund you for any reasonable expenses, such as travel to and from the call centre.

## **Working practices**

We ask that volunteers become familiar with all Age UK Leicester Shire & Rutland policies and practices as described in the Volunteers Handbook.

The tasks and activities listed are intended as a summary and may be varied from time to time in consultation with the volunteer concerned.

The role description is intended to clarify the tasks and activities of the volunteer and is for the benefit of all concerned. It does not form the basis of a contract of employment.