

03455 564144

[volunteering@ageuklsl.org.uk](mailto:volunteering@ageuklsl.org.uk)

## Telephone Befriender



Could you give up an hour a week to support an older person?

We are inviting people to join our team of Befrienders; offering companionship to older people to help alleviate the feeling of isolation and loneliness.

Our befrienders bring light into the lives of those facing loneliness, and a listening ear when someone needs to talk.

### Key Tasks

To help Age UK Lincoln & South Lincolnshire maintain a social support service to older people living alone by making regular contact with them. The aim of our friendship service is to reduce the feeling of isolation and loneliness.

You will be raising awareness and promoting the charity's services that may be of help.

Providing monthly records for safeguarding and monitoring purposes.

Telephone call are at the same time each week at a mutually agreed time for a chat of about 20-30mins per week.

### Important Considerations

Age UK Lincoln and South Lincolnshire do not want you to be out of pocket making telephone calls. Please discuss this with us if this is a concern.

**Join us and help to make a real difference to local older people**

**Call or email 03455 564 144**

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### Skills required

Good oral and communication skills

As a member of the Befriending Team you will also work closely with the Volunteering Staff and be asked to attend training sessions/meetings during the year.

Reliability and a sense of humour

An ability to respond appropriately to different and sometimes difficult situations.

To be willing to undertake induction training, work to guidelines and policies on Health & Safety, confidentiality, boundary setting, equal opportunities, etc.

Understanding the need for confidentiality

An ability to demonstrate patience and sensibility

### Time Commitment

One hour a week on a weekly basis

To offer a consistent service we ask that prospective volunteers commit to a minimum of one year to give continuity for our clients.