

## About Telephone Befriending

Age UK Norfolk's befriending service offers a lifeline to many older people who would otherwise feel lonely and isolated across Norfolk. Telephone befriending is a chatty, friendly call, it is the building of relationships with an older person (or persons as befrienders may choose to be in contact with more than one person) and passing on requests for other support.

It sounds simple, but it makes a significant impact.

## About the Role

### Main Purpose

- To make a weekly phone call to an older person (or persons) in Norfolk

### Tasks

- To make a weekly telephone call
- To keep accurate records of all calls made
- To submit information on all calls made for statistical purposes
- To adhere to the policies and practices of Age UK Norfolk
- To keep your Coordinator informed of any changes or requests

### Skills

- The ability to relate to and empathise with older people
- Good communication skills
- An ability to talk to people on a wide range of subjects
- Ability to give and to accept support as part of a team
- Reliability and trustworthiness
- Ability to work on own initiative
- A positive and cheerful outlook

### Availability

Flexible

### Location

Calls are made from home - in Norfolk

### Responsible to and supported by

Telephone Befriending Coordinators

### Training

Induction, training and ongoing support is provided. Volunteers will need email and access to a computer as the induction will be carried out by video call; this is straightforward and free; full details will be provided.

### Expenses

Expenses, such as the cost of the phone call are paid

