About Age UK Norfolk's Befriending Service

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

Before we match a member with their Befriender, a member of staff calls them weekly. We do this to assess suitability for the service and so we can match efficiently to like-minded volunteers or to volunteers who have the experience to provide the support needed for the individual.

It sounds simple, but it makes a significant impact

About the Volunteer Role

Main Purpose
To make weekly phone calls to older people awaiting a volunteer from the Staff List.

Tasks
• To make a weekly telephone call
• To keep accurate records of all calls made
• To submit weekly information on all calls made.
• 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
Flexibility to work hours between 9-5 Monday-Friday to suit you. – although we will need certain information by Wednesday 4pm.

Location
Calls are made remotely

Responsible to and supported by
Supporting and Enabling Officers

Training
Training and ongoing support are provided. Volunteers will need an email address and access to a computer as they will be provided a document of calls to follow and will need to log all calls using Microsoft Forms.
Full details will be provided.

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

A satisfactory Enhanced DBS (criminal records) check is required.