

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. Our befriending service is a chatty, friendly call. It's 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 Volunteer Role

Main Purpose

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

Tasks

- To make a weekly 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 remotely

Responsible to and supported by

Befriending Officers

Training

Training and ongoing support is provided. Volunteers will need access to an email address as most correspondence is done via email. A satisfactory Enhanced DBS (criminal records) check is required.

Expenses

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

