

**Main Purpose**

* To make a weekly 30-minute phone call to an older person (or persons) in Norfolk

**Tasks**

* 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 of behaviour or requests for Information and Advice
* To encourage Service users to achieve their goals (this applies to the Gift of Friendship project only)

**Skills**

* The ability to relate, empathise and build a rapport 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**

The Companionship Team- Volunteers will need access to a device and email address to log calls for reporting and to communicate with staff

**Training**

Training- Some short training videos will need to be completed before starting the role as well as a satisfactory Enhanced DBS (criminal records) check.

**Expenses**

Expenses, such as the cost of the phone calls can be reimbursed.

**About the Volunteer Role**

Age UK Norfolk’s Gift of Friendship Telephone befriending service offers a proactive, goal-oriented approach to helping individuals aged 50+ living in Norfolk reduce loneliness and social isolation. Our befriending service is a chatty, friendly weekly call which builds meaningful connections with an older person (or persons) whilst supporting them to achieve their personal goals. It sounds simple, but it makes a significant impact to people’s lives.

**About Age UK Norfolk’s Gift of Friendship Telephone Service**

**Telephone Befriending**

**Volunteer Role**

Registered as Age Concern Norfolk, Charity No: 1077097. Company No: 03783205

**Making Norfolk a great place to grow older**