

TELEPHONE BEFRIENDER ROLE OUTLINE

PROJECT: TELEPHONE BEFRIENDING

Role summary:

Become a befriender, and support a befriender, by telephone, to help reduce their social isolation and loneliness, amongst many other positive outcomes. Your one to one relationship will be supported by us.

Outline of duties:

- To support our customers to help alleviate isolation and loneliness, by telephoning them regularly at mutually agreed times, to build up and maintain a trusting close relationship over time.
- To assist our customers with new opportunities if they choose them, by seeking new solutions and possibly engaging in new activities. New activities and hobbies may be something you can learn and enjoy together.
- To enable our customers to make choices about how they connect to our wider community if they want to, by providing information in partnership with us.
- To have fun. It can be easy to underestimate the importance of just having a laugh and a good time.

We work with older people therefore it is essential that all our volunteers hold the following qualities:

- Non-judgemental approach
- Reliable and trustworthy
- Good communication skills
- Respect confidentiality
- Enthusiasm and commitment to the organisation's values and objectives
- Ability to work on own initiative
- Ability to work effectively as part of a team
- Ability to build effective working relationships with customers and to work with them in a non-patronising and respectful way.
- Ability to operate within Age UK North Tyneside's Policies and Procedures
- A good sense of humour
- Ability to work to guidelines and participate on ongoing one2one's with the Project Coordinator.

Commitment: Varies, usually two calls per week for approximately 15 minutes.

Location: Across North Tyneside, calls made from your own home.

Age UK North Tyneside will provide you with:

- Induction, training and on-going support.
- Out of pocket expenses.