

TELEPHONE BEFRIENDER ROLE OUTLINE

PROJECT: Befriending

To telephone befriend older people to reduce loneliness and social isolation.

MIN TIME REQUIREMENT: Two 15 minute calls per week and supervision calls.

LOCATION: Home based

REQUIRED TRAINING:

Remote training due to COVID19 restrictions –

1. Telephone Befriending with Age UK North Tyneside, Basic Guidance by email and followed up by telephone.
2. Understanding our telephone befriending customers, coaching by telephone.
3. Tailored support – coaching by telephone, volunteer-led.

CRB CHECK REQUIRED: NO

THE DUTIES OF THE VOLUNTEER ARE:

- To always hide your telephone number
- To work with an older person to help alleviate isolation and loneliness by twice weekly telephone contact, at agreed times.
- To initiate interesting and meaningful conversations.
- To encourage two way verbal communication during the agreed call times.
- To respond to all review calls from Age UK North Tyneside staff.
- Being non-judgemental about a service user's situation or circumstances.
- Establishing and maintaining appropriate boundaries.
- Respecting different cultural values and working in a non-discriminatory manner.
- To inform Age UK North Tyneside staff of any concerns about the service user.

PARTICULAR SKILLS/QUALITIES THAT ARE DESIRABLE:

- Good verbal communication and listening skills.
- Excellent telephone manner.
- An awareness and understanding of confidentiality.
- A sense of humour.
- Understanding of and empathy with the needs of older people.
- Patience and sensitivity.
- To be respectful of the service user's individuality.
- Reliability.
- Able to work to guidelines and partake in ongoing support and supervision sessions