

## Telephone Befriending Volunteer



This role description in no way implies or states that a contract of employment is, or will be, offered. This is a voluntary, unpaid role.

Telephone Befriending is specifically aimed at older people living within the Northamptonshire district who are isolated or lonely. A weekly, friendly telephone call makes a huge difference!

### **The Role:**

You are expected to contact two or more telephone befriending clients on a weekly basis at a time agreed by yourself and the client between the hours of 9.30am to 4pm, Monday to Friday only as support can be offered should an emergency arise.

All calls are made through the Volunteero App, along with logging a brief report and time spent on calls / administration. Any actions you require the Volunteer Co-ordinator to process can be raised through reports and selecting 'raise a concern with Age UK Northamptonshire. Once actioned a report will be written back within the client's mission to ensure both yourself and the client are kept fully informed.

## Important information:

- Ensure in your settings you withhold your telephone number.
- This is a telephone befriending service, and you may be asked by your client if you could conduct home visits. We cannot approve this, but clients can be directed to our Help at Home Service and can call 01604 611200 to enquire further about this to make an informed decision.
- Do not give advice on matters other than those directly involved with your role. Refer general enquiries to Age UK Northamptonshire and provide the appropriate contact details.
- If you have been unable to reach your client at the agreed time for more than 2 phone calls over 2 weeks, please let your Telephone Befriending Co-ordinator know so that contact can be established.
- Telephone calls must take place between 9.30am to 4pm, Monday to Friday only as support can be offered should an emergency arise. If this is not possible, please make the Volunteer Co-ordinator aware.
- If you become increasingly concerned about the Client's welfare and health, please refer this information back to the Volunteer Co-ordinator through the report system on the App by raising a concern to Age UK Northamptonshire.
- Make yourself familiar with the list of services we provide so that you can sign post the client should they need any assistance or advice.
- If an emergency arises, always ask the client to call the emergency services. If this is not possible, please raise immediately with the Volunteers Co-ordinator.
- If you have been unable to reach someone or have a non-urgent concern contact the Volunteer Co-ordinator and they will contact the client's next of kin.
- Do not discuss any personal data details, whether they are your own or the client's.
- Do not give any medical advice, even if it is in the mainstream media or advice on when to take medication such as paracetamol.
- Be a reassuring, calming influence on the client and try to stay away from discussing topics that could be seen as scaremongering.

## Volunteer Co-ordinator Contact Details:

Volunteer Co-ordinator: Caroline ROY

Email address: [volunteers@ageuknorthants.org.uk](mailto:volunteers@ageuknorthants.org.uk)

Direct dial: 01604 210 625

Address: The William and Patricia Venton Centre,  
York Road, Northampton, NN1 5QJ

Head Office tel: 01622 611 200



Dear Volunteer,

We are writing to inform you that we use a volunteering system called Volunteero. This decision is to ensure we provide the best experience to our clients and volunteers.

Volunteero allows us to create tasks or what are called “missions”, these could be anything from Telephone Befriending, Walking Befriending, Day Care, etc. As one of our volunteers, you will get exclusive access to an app that will allow you to find available missions or be assigned missions by us, complete the mission and report back. The app is accessible as a smartphone app (Apple & Android) or as a web-based app that can be used on a PC or tablet. This new platform will make your volunteering experience with us more streamlined and easier to manage.

**Once your DBS has cleared**, you will receive an email from Volunteero containing your login details and links to download the app, please keep an eye on your junk mail. The email will come from [support@volunteero.org](mailto:support@volunteero.org)

Rest assured your data will not ever be shared by Volunteero and is encrypted and protected to the highest industry standards.

If you are unsure about using the app or have any questions, please don't hesitate to get in touch with me (contact details below).

If you have questions about the functionality of the app or any technical issues, please email [support@volunteero.org](mailto:support@volunteero.org). For all other questions please continue to direct them to Volunteero.

Kind regards,

**Caroline Roy**

Volunteers Co-ordinator  
Age UK Northamptonshire

E-mail: [volunteers@ageuknorthants.org.uk](mailto:volunteers@ageuknorthants.org.uk)



**Youtube search:** Volunteero App - How it works

### Getting started

- Open the invitation email.
- Copy or change your password.
- Download the volunteer app.
- Log in using your password and email.

### Discovering missions

**AVAILABLE** tab has missions for people uploaded by your charities who need help of some kind, in this instance telephone befriending.

**PENDING** tab shows the missions you have requested to join but need approval.

**ONGOING** tab shows missions that you have requested and been approved.

The missions need approval from Age UK Northamptonshire before you begin calling.

Please log your report and time walked through the Volunteero app.

If you need **technical** support with the app, you can email [hello@volunteero.org.uk](mailto:hello@volunteero.org.uk)



Right click and open with hyperlink

<https://intercom.help/volunteero/en>

[Volunteero - How it works \(loom.com\)](#)