

VOLUNTEER OPPORTUNITY ROLE AND PERSON SPECIFICATION

Telephone Befriending Volunteer

Thank you for your interest in volunteering with Age UK Norwich. Our existing volunteers tell us they find volunteering an enjoyable and rewarding activity for a range of reasons, such as learning new skills, meeting new people or giving something back to the local community. This document outlines the key aspects of this volunteering opportunity, its duties and the skills and experience we look for.

Objectives:

Our Telephone Befriending is a service designed in response to COVID-19 and the governments lockdown directive to help support older people across the city who feel lonely or isolated at this difficult time. The service will help ensure regular contact is given to those who need it most and we can know that they are safe and have everything they need. Being called on a regular basis makes a real difference to the way a person feels about themselves and will help to improve their physical and mental wellbeing, and their self-esteem during this unprecedented time – letting them know they are not alone.

You will be matched to a person and asked to call at least one hour per week to engage in lively discussion. It is a chance to share interests, suggest new and different things to do whilst at home and As a telephone befriender you can offer a listening ear and help signpost the person to other services on offer from Age UK Norwich to support older people to live well in Norwich.

Responsibilities:

Each volunteer is matched with a person who has requested the telephone befriending service. The Community and Outreach Team will arrange the match between you and the service user, and once a match has been made, you will be given the contact details of the older person and:

- Call the person in their home for at least one hour per week at a pre-arranged time/day
- Report any concerns promptly to the Age UK Norwich Community and Outreach Team. (Specific information on Safeguarding can be found in the induction pack given out prior to commencement of placement).
- Offer general signposting to other Age UK Norwich services that may be able to give further support.
- Adhere to the relevant Age UK Norwich training, policies and procedures, such as Data Protection and Adult Safeguarding

Training

Volunteers will be given an induction pack which details everything they need to know about Telephone Befriending. Age UK Norwich Volunteer Coordinator will be on hand via telephone or email to answer any queries.

Role Boundaries

Volunteers are not required to deliver any items of care to the client (food parcels, medication etc.) or transport the client anywhere. If these services are required, the volunteer should contact Age UK Norwich Community and Outreach Team for professional staff to help with this.

Volunteers are not required to undertake any fundraising activity.

Person Specification

The table below outlines the skills and background that would suit this opportunity.

Essential	Desirable
Good communication and active listening skills. Comfortable to work with clients on a 1-1 basis.	Previous experience of working/volunteering with older people or in health or wellbeing services e.g. counselling, coaching, social work.
Reliable, able to work on own initiative and problem solve.	
Computer literate and able to use e-mail, telephone	Experience of using mobile devices and tablets.
Be empathetic to the problems faced by older people and their carers.	Understanding of social demographics and barriers to social inclusion and their effects on older people. Experience of working with different groups of people and community engagement.
Open to learning new skills to enhance relationships and the service provided.	Background or qualifications in health & social care, social work, health practitioner. A Dementia Friend or Dementia Champion.
Experience of working to organisational guidelines, policies and procedures.	Knowledge of Health and Safety, Data Protection, Adult Safeguarding and Lone Working procedures.

Primary Contact:

Befriending is part of our **Community & Neighbourhood Support Department**.

Time Commitment

Volunteers must be available for 1-2 hours per week

Age Restrictions

Volunteers must be over the age of 18 for this service.