

# Phone Friends Volunteering Opportunity

Phone Friends is a telephone befriending service provided by Age UK Oxfordshire, which provides local, older people who feel lonely with a regular, FREE, friendly phone call from one of our volunteers. We also offer text messaging and email support too.

By listening as well as talking our volunteers offer support, friendship, provide information and signpost on to other support services. If our call is not answered we will contact a friend or relative to check that all is well, and this offers peace of mind.

Phone Friends makes over 20,000 calls each year to over 400 people but can only be that 'friendly voice at the end of the phone' thanks to the support of our great team of volunteers. Demand for this service is high and the more volunteer phone befrienders we have the more people we can ring each week.

## **There is nothing as lonely as a telephone that does not ring.**

Volunteering has changed because of the Covid-19 pandemic and all volunteers are now making calls from home throughout the day as well as in the evening and at weekends. Calls typically last between 5 and 20 minutes.

Ideally, we ask that your commitment is to phone at least two people a week and that the volunteer keeps the co-ordinator updated with any issues or concerns that may arise.

We offer out of pocket expenses, training, and support and in return you will join a great team of volunteers.

If you are unable to commit to a regular weekly shift, we also welcome 'bank' volunteers to help cover for sickness and holidays as and when, sometimes at short notice.

An information pack is provided, and full training is offered virtually usually over Zoom or Teams for one hour.

If you would like to know more, like to join the team, please call **Kayleigh** on **01235 849434** or email [volunteering@ageukoxfordshire.org.uk](mailto:volunteering@ageukoxfordshire.org.uk)

**Every call you make, makes a real difference to the person receiving it.**