

Volunteer Telephone Befriender

Position: Volunteer Telephone Befriender

Reports to: Volunteer Coordinator

Location: Age UK RBH Ilford Office

Commitment: 2 hours per week

Duration: Ongoing with a minimum 6 month commitment

Role Overview: The Forget-Me-Not Service (telephone befriending) is a volunteer-based scheme for older people who are isolated. In addition to providing companionship, it also acts as a welfare monitoring service. The Telephone Befriender volunteer plays a vital role in providing emotional support, companionship, and a friendly voice to individuals who may feel isolated or lonely. This service aims to improve the well-being of clients by offering a regular phone call to check in, engage in meaningful conversation, and provide a sense of connection. Volunteers will act as a friendly, non-judgmental listener and provide a positive, caring interaction for people who may be struggling with loneliness, mobility issues, or other challenges.

Key Responsibilities:

- Make regular phone calls to assigned clients, ensuring to follow the schedule agreed upon.
- Engage in friendly, supportive conversations, offering a listening ear and emotional support as needed.
- Build rapport and trust with clients, providing a consistent, caring presence.
- Maintain confidentiality and respect the privacy of clients at all times.
- Ensure that any concerns, safeguarding issues, or welfare concerns are promptly reported to the appropriate supervisor.
- Follow guidance provided by the organisation on how to manage and handle conversations and address specific needs of clients.
- Record relevant information about each call in accordance with the organisation's protocols.
- Participate in training and meetings as required to ensure a high level of service delivery.
- Adhere to the organisation's policies and procedures, including safeguarding and confidentiality policies.

Skills and Experience:

- Empathy, kindness, and a good listener.
- Excellent communication skills, both verbal and written.
- Patience and understanding of individuals who may have specific needs or concerns.
- Ability to maintain boundaries and respect confidentiality.
- No formal experience is necessary, but previous experience in customer service, social care, or working with vulnerable individuals would be an advantage.
- A positive, friendly attitude and a commitment to providing emotional support.

Key Qualities:

- Compassionate, caring, and non-judgmental.
- Reliable and punctual.
- Respectful of diversity and inclusive.
- Comfortable using the telephone and technology to maintain contact.

Benefits of Volunteering:

- Make a meaningful difference in the life of someone experiencing isolation or emotional challenges.
- Develop skills in communication, companionship, and supporting vulnerable individuals.
- Gain experience in community outreach, care, and support roles.
- Enhance your personal growth and sense of fulfilment through helping others.
- Ongoing training and support from the organisation.

Application Process: You will need to complete an application form and attend an informal interview. If you are successful, you will need to provide references, undergo a DBS check and attend an induction. There will be training provided.

If you are 18+ and you're passionate about making a difference and bringing joy to someone's day, we would love to hear from you!