

Introduction

Age UK Richmond Upon Thames offers a wide range of services for older people in the Borough, including our Wellbeing Services and Social Centres, Handyperson Service, Information & Advice and Nightingale Service. All our services welcome the opportunity to include volunteers and to make the best use of their skills and commitment.

Our Telephone Befriending Service supports older people who are lonely and isolated. We provide weekly calls, group calls and an LGBT specific service.

Role Description & Main Duties:

To call a client who is feeling lonely and isolated to have a friendly chat. If any needs emerge during the call, we can signpost or refer clients to the appropriate Age UK Richmond (or other) services for further support.

We would ideally like calls between 9am and 5pm, Mon – Fri to ensure someone from Age UK Richmond is around to help you. Calls should be friendly, informal and will no doubt take their own path, with some information gathering through the conversations to help better serve the needs of our clients. You will then feedback to the Befriending Co-ordinator regarding each client.

Person Specification:

- Sociable and a good sense of humour
- Patience
- Able to communicate and have empathy with older people and people with disabilities
- Reliability and trustworthiness

Normal hours and days of volunteering:

Flexible but 9am – 5pm, Monday – Friday

If you are interested please contact:

Natalee White, Volunteer Recruitment Co-ordinator
Age UK Richmond
The White House Community Centre
45 The Avenue
Hampton
TW12 3RN

Tel: 020 3816 0029 Email: natalee.white@ageukrichmond.org.uk