

## **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 work:**

Flexible but 9am – 5pm Monday – Friday preferable

## **If you are interested please contact:**

Natalee White, Volunteer Recruitment Co-ordinator  
Age UK Richmond  
The White House Community Centre  
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