



**VOLUNTEER ROLE:**

**Check in and Chat Volunteer**

As people get older, some may find they spend more time on their own. This can sometimes feel lonely, boring and lacking in social interaction.

As a Check in and Chat – Telephone Befriending - volunteer you can make a difference to the wellbeing of an older person's life.

Our volunteer Check in and Chat Telephone Befriending service is for older people so they can enjoy chatting with someone over the phone, all from the comfort of their home with a weekly 30-minute chat (conversation length can vary) at a time which suits both volunteer and older person. You will be matched with a person who has similar interests to you.

**Hours:**

30 minutes minimum a week at your convenience at an agreed time with your elderly telephone friend

**Supported by:**

Befriending / Wellbeing Team

**Location:**

Surrey

**Main Duties:**

Making time for a 30-minute call at a mutually agreed day and time each week.  
Being kind and respectful to your telephone friend.

A commitment to volunteering with us for a minimum of 6-12 months is ideal  
Agreeing to our volunteer terms and conditions.

**Personal Qualities:**

You enjoy a good phone call  
You have patience, empathy and understanding of older people

Are respectful and aware some older people have mild dementia / forgetfulness

**Skills**

Excellent listening skills  
Have empathy for older people  
Be aware of some older people having hearing impairments  
The ability to value and respect others' opinions and beliefs and to tolerate views different to your own  
Support and perhaps improve confidence of older people

**References/ID:**

The role requires two references which we will contact your Referee's via email. We will register you for a DBS, at no cost to you with our online provider. All volunteers need to be age 18 or over.

**To Apply:**

Email us at: [volunteer@ageuksurrey.org.uk](mailto:volunteer@ageuksurrey.org.uk)  
to request a registration form or call : 01483 503414 providing customer service with your email address for form to be sent to you via email -  
or register your interest on our website by  
here and fully completing an online form:  
<https://www.ageuk.org.uk/surrey/get-involved/volunteer/volunteer-enquiry/>