

Volunteer Role Description

Age UK York is an independent, local charity, that has been working to support older people for nearly fifty years. We have one hundred staff and over four hundred volunteers helping us to deliver services and activities for older people in York.

Volunteer role: **Telephone Befriending**

Service: Older People's Community Support Service

This service offers support and companionship to lonely, isolated and often housebound older people living in their own home or in sheltered accommodation, through the introduction of a volunteer befriender or volunteer telephone befriender.

Supported by: Befriending Manager

Commitment: Telephone an older person on a regular basis, usually weekly. Commitment of at least twelve months, except for volunteering during the pandemic.

Training: Induction training part one and part two.

DBS: DBS required (undertaken by Age UK York).

Role purpose

Telephone befrienders telephone an older person, usually on a weekly basis, to chat, providing social contact and companionship in order to alleviate loneliness.

Personal qualities and experience

Telephone befrienders demonstrate excellent listening and communication skills, with an ability to understand the needs of older people and empathise with them. Reliability is key. Befrienders must be willing to work within guidelines and to always follow confidentiality policies.

Tasks and activities

- Telephone an older person for company and friendship.
- Work towards establishing a beneficial and supportive relationship.
- Prepare for conversations, considering relevant topics for discussion.
- Provide support to your older friend, including contact with other support services on their behalf.
- Monitor the wellbeing of your older friend.
- Discuss the calls with the service organiser on a regular basis, in particular, changes in the client's needs.
- Try to attend at least one volunteer support group meeting a year.

In return, as an Age UK York Volunteer, you will have the opportunity to:

- Contribute to the alleviation of social isolation in York.
- Develop your skills through ongoing training.
- Be part of a friendly and supportive team.



Volunteer Agreement

We ask you to:

- Work within the parameters of your volunteer role description.
- Maintain the commitment you choose to make.
- Undertake training and updates.
- Keep appointments and complete relevant paperwork.
- Keep us informed if your circumstances change.
- Inform us immediately of any new criminal convictions.
- Keep to the Age UK York policy regarding confidentiality.
- Keep to the Age UK York policy regarding data protection.
- Promote the work of Age UK York in your local community.
- Feel able to tell us if you are dissatisfied in any way.
- Keep to all other Age UK York policies and procedures, summarised in the volunteer handbook and available in full on request or via the website.

Please sign to confirm that you have read and understood the above.

Name:

Signature:

Date:

This agreement is binding in honour only, is not intended to be a legally binding contract between us and may be cancelled at any time at the discretion of either party. Neither of us intends any employment relationship to be created either now or at any time in the future.