

Role: Telephone Befriender

This role gives volunteers the opportunity to provide distance befriending and become part of the dynamic and friendly team at The No.1 Befriending Agency, significantly contributing to the reduction of loneliness and isolation amongst older people.

Our aim is to provide an enjoyable social experience by giving companionship over the phone. We encourage communication on meaningful topics or shared interests, the creation of social connections and peer support, but mostly having some fun and laughter. Our aim is to protect the older people we support or those with existing health conditions by avoiding direct contact. Our clients are typically over the age of 60 and are lonely so will benefit from some social interaction over the phone.

The specific tasks for the role are:

- Chatting with your befriender on the phone/Zoom once or twice a week (maximum one hour a week)
- Helping befriender reach the goals they set (eg improving self-confidence, learning a new skill, feeling more connected)
- Filling out call log to send to Peer Supporter
- Meeting with Peer Supporter/Volunteer Coordinator to discuss how the match is going

Personal Specification:

- Trustworthy and responsible
- Great communication skills
- Patient
- Resourceful
- Cares about others
- Well organised, committed and able to call at agreed times

Benefits

- An opportunity to volunteer on a flexible basis, including from home
- You will be provided with relevant information, training and regular support sessions so you can get the most out of volunteering with us
- Out of pocket and authorised expenses reimbursed