



Telephone Befriender Volunteer

The role

As a Volunteer Telephone Befriender, you will assist the Golden Oldies team by making scheduled phone calls with our members to support the positive impact of their social and emotional needs

Role Responsibilities

As a Volunteer Telephone Befriender you will be required to follow the below responsibilities:

- To develop professional positive and valued relationships
- To understand and work towards reducing the potential feelings of isolation, loneliness and perhaps worthlessness amongst the group they are befriending.
- To identify the need and provide supportive encouragement where necessary, of the participation and engagement of social activities available for members
- To engage in friendly conversation with members, whilst ensuring they are listened to
- Befriends will also be required to communicate any information such as changes to the services, new zoom sessions and gather data such as dietary requirements.
- To complete a conversation record sheet after each conversation.
- Be professional and respectful to Golden Oldies members and staff
- To follow confidentiality guidelines
- To maintain the boundaries within the guidelines of the befriending service.

Skills or experience that would be helpful

Ideally the Volunteer Telephone Befriender would have the following knowledge and skills:

- Strong communication and good IT skill.s (preferred)
- Experience of engaging with and supporting older people. (preferred)

How will you be supported?

- Thorough induction into the organisation and the role
- On-going support from staff
- Reimbursement of out-of-pocket expenses
- Access to a range of workshops, training and events

Time/Commitment

- Monday -Friday
- 2- 3 hours per week

- A minimum of 3-month commitment

Additional Information

- Due to the nature of the role, all applicants will be subject to DBS and reference checks.
- References will be available on request after the completion of the minimum 3 months commitment period

[CLICK HERE TO APPLY](#)