

Volunteer Role Description

Volunteer Role	Volunteer Befriender - Telephone
Service/Department	Befriending Service
Manager/Point of Contact	Befriending Service Coordinator
Preferred days or times for volunteer availability (if any)	<i>Any</i>
Role Description	
<p>Summary of Volunteer Role:</p> <p>To carry out weekly phone calls to matched clients to offer them friendly conversation, to help support, empower and improve the lives of older people.</p>	
<p>Key Duties:</p> <ul style="list-style-type: none"> • Carry out weekly phone calls to matched client to battle loneliness and isolation of older people living in Southend and the surrounding areas • Put the Client at ease and check that he/she is somewhere comfortable – with time and possibly a cup of tea! • Ensure that you both have time to complete the call and that the phone signal is good. • Explore the current topics and ask open questions that give your client the opportunity to talk. Allow them to set the pace but take an interest in what they are saying. • At the end of each call, check you have the right date and time for the next call and that it is ok for you to call again. • Once the call is finished, make a note of a few key points of discussion. This can assist you with your next phone call and will help you remember any topics that you could bring up next time. • Report to the Befriending Service Coordinator or Manager if you have any safeguarding concerns. 	
Other Information/requirements	
<p>This role is a wonderful opportunity to give back to the community and do something kind.</p> <p>It is very rewarding and can make a huge difference to someone’s life. Join our mission to combat loneliness and isolation.</p> <p>Be aware that you may need to speak louder or slower if someone is hard of hearing.</p> <p>This role is subject to a DBS check and pass certificate (We will arrange)</p>	
Additional Internal Information	
Aiming to be fill position by date	-

Volunteer Recruitment Service | Role Description Template

Form submitted date	02.01.24
Form submitted by	L.Carter
Form to be completed and sent to	Leah-May Carter Befriending Service & Volunteer Recruitment Manager