**Volunteer Role Description**

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| Role Title: | Telephone Befriender |
| Location: | Flexible: call from your home to their home  |
| Purpose of Role | To telephone an older person in their home |
| Main Duties: | To call an elderly person – ‘Befriendee’ at their homeOnline befriending training, read and follow HandbookProvide feedback to Befriending Co-ordinator. Liaise with Befriending Co-ordinator to raise concerns, signpost issues and for evaluation/ assessment.To follow Volunteer Agreement regarding code of conduct with Befriendee. |
| Qualities required: | Two references (telephone/email) Be a good listener, non-judgemental and resilient ReliableWarmth and empathy with older peopleTelephone communication skillsProfessional approach to confidentiality |
| Support provided: | Online training in telephone befriendingVolunteer Procedural HandbookCo-ordinator induction and supervisionAccess/ links to support resources |
| Time Commitment: | one hour per week for 1 to 3 months or during lockdown. |
| Benefits of volunteering: | Contribute to your communityMeet someone newGain and/or use skills and experienceIncrease self-esteem and confidence |
| Contact: | Senta Romero or Lesley Danson, Befriending CoordinatorsTel 01274 271088Email senta@haleproject.org.uk, lesley@haleproject..org.uk |