**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 home  Online befriending training, read and follow Handbook  Provide 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  Reliable  Warmth and empathy with older people  Telephone communication skills  Professional approach to confidentiality |
| Support provided: | Online training in telephone befriending  Volunteer Procedural Handbook  Co-ordinator induction and supervision  Access/ links to support resources |
| Time Commitment: | one hour per week for 1 to 3 months or during lockdown. |
| Benefits of volunteering: | Contribute to your community  Meet someone new  Gain and/or use skills and experience  Increase self-esteem and confidence |
| Contact: | Senta Romero or Lesley Danson, Befriending Coordinators  Tel 01274 271088  Email [senta@haleproject.org.uk](mailto:senta@haleproject.org.uk), lesley@haleproject..org.uk |