

TELEPHONE BEFRIENDER ROLE DESCRIPTION

To offer *short term one to one telephone befriending to older clients whilst working within the boundaries laid down by West Norfolk Befriending.

Tasks

- Phone client fortnightly on pre agreed days and times, to encourage good quality Social interaction. This is on a short term basis.
- Respect client's confidentiality at all times.
- Establish and maintain appropriate boundaries.
- Complete and regularly return diary sheets. Immediately inform the manager of any Well being or safety concerns about the client.
- Respect different cultural and religious values, working in a non-discriminatory manner.
- To be understanding rather than judgmental about a client's situation and circumstances.

Skills

- Listening skills.
- Ability to engage in conversation over the telephone.
- Enjoyment of social contact.
- Ability to motivate/encourage others.
- Sense of humour.
- Honesty and reliability.
- Patience, empathy and understanding.

Availability

- Befriending occurs at a suitable time for both volunteer and client within office hours (not evenings, weekends or bank holidays).
- Willingness to call fortnightly on a *short term basis.

Location

- Home based.

Support & Training

- Initial induction training.
- On-going support.

Expenses

- Agreed telephone expenses may be claimed.

*Short term is defined as duration of Government lock down.



West Norfolk Befriending works with socially isolated older people living in West Norfolk and aims to reduce isolation and improve overall health.

Charity number: 1111735