

Telephone Befriender Role Description

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

Tasks

- Phone client fortnightly on pre agreed days and times, and encourage good quality social interaction.
- Respect client's confidentiality at all times.
- Establish and maintain appropriate boundaries.
- Complete and regularly return diary sheets. Immediately inform your manager of any wellbeing or safety concerns about the client.
- Respect different cultural and religious values, working in a non-discriminatory manner.
- To work within the boundaries laid down by West Norfolk Befriending.

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.
- To be non-judgmental.

Availability

- Willingness to call fortnightly.
- Befriending occurs at a suitable time for both volunteer and client within office hours (not evenings, weekends or bank holidays).
- To volunteer for a minimum of a year.

Location

- Home based.

Support & Training

- Initial induction training.
- On-going supervision and support.

Expenses

- Agreed telephone expenses may be claimed.



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