



ROLE DESCRIPTION

Telephone Befriender

Responsible to: Wellbeing Service Manager
Time Commitment: Minimum of 1.5 hours per week.
Location: Homebased telephone service

About the Service

The Telephone Befriending Service works across Birmingham and Sandwell providing weekly 1:1 telephone befriending calls to provide companionship and a listening ear to those clients identified as needing social support and help to reduce loneliness and isolation amongst older people in our region.

We are looking for reliable and confident volunteers with excellent communication skills to support this service and help older people in Birmingham to make the most of later life.

About the Role

Telephone befrienders will be responsible for building befriending relationships with allocated clients. Specific tasks may include:

- To undertake Age UK Birmingham and Age UK Sandwell induction programme and additional relevant training where required
- To make weekly telephone befriending calls to matched clients.
- To maintain the boundaries of a befriending relationship
- To keep accurate and confidential records.
- To report any concerns to the manager of the service.
- To attend team meetings/ supervision when required.

Personal qualities and skills most suited to this role

- Good listening and communication skills essential
- Patience and tact
- A caring, sympathetic, sensitive manner and a non-judgemental approach.
- Commitment to understanding the needs of people older people
- Reliable/dependable/flexible
- Understanding of confidentiality (working with Age UK Birmingham and Age UK Sandwell's policies and procedures).

Other Criteria

- Able to use own phone to make befriending calls
- Able to provide references

Time commitment

The service will predominantly be delivered during office hours, Mon-Friday 9am – 5pm but where agreed calls can take place out of hours during evenings and weekends. To allow time to write up notes, a minimum of 1.5 hours commitment per week.

Contact

0121 437 0033 (07577993386)

volunteering@ageukbirmingham.org.uk

Or download an application form

<https://www.ageuk.org.uk/birmingham/get-involved/volunteer>