|  |  |
| --- | --- |
| **Role Title**  | Telephone Befriender |
| **Department** | Befriending |
| **Locations** | From your own home |
| **Reporting to** | Befriending Manager |

**Volunteer Role Description**

|  |
| --- |
| **Reasons to volunteer with Age UK Hull and East Yorkshire:*** Opportunities to connect with like-minded people and make new friends within the Hull and East Yorkshire community.
* The rewarding feeling of making a difference to the lives of older people in your local area.
* Ongoing support and guidance from a dedicated line manager and a friendly, supportive team.
* Volunteering can boost your mental health and wellbeing, keeping you active and engaged.
* Stay informed with regular updates on the impact of your work and the latest news from Age UK Hull and East Yorkshire.
* Discover a renewed sense of purpose and experience the feel-good factor of giving back to your community.
 |
| **Role Summary:**As a Telephone Befriender, you’ll provide a friendly regular telephone calls to older people with the aim of reducing feelings of loneliness and social isolation. These calls make a real difference to someone who may not have much company day to day. The role is flexible and based on your availability. The calls can be conducted from anywhere |
| **Main Duties:*** Making regular, friendly phone calls to an older person
* Engaging in conversations tailored to the older person’s interests
* Providing a supportive ear and encourage positive thinking
* Maintaining confidentiality and adhering the Age UK HEY’s policies
* Updating us on any changes in circumstances, that may affect your volunteering
 |
| **Training & supervision:**Full training and support will be provided in addition to an induction and Health and Safety training. You will also have a line manager who you can report to when needed. |
| **Personal Qualities and Experience:*** Friendly, approachable and caring demeanour
* Strong communication skills and ability to listen attentively
* Reliable, trustworthy and committed
* A good sense of humour and a positive outlook
* Understanding of the challenges faced by older people
 |

**For further information about this role or to apply:**

**Email**: volunteer@ageukhull.org.uk

**Call**: 01482 324644

**Address**: Age UK Hull, Preston Road, Hull, HU9 5HH