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

**Volunteer Role Description**

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| **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](mailto:volunteer@ageukhull.org.uk)

**Call**: 01482 324644

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