

Telephone Befriending Volunteer Coordinator

Getting Together Matters

Volunteering Matters

Everyone in the UK should have the opportunity to thrive. So, we bring people together to overcome some of society's most complex issues through the power of volunteering.

We partner with communities to overcome adversity, tackling social isolation and loneliness, improving health, developing skills and opportunity, and making sure young people can lead change.

And we turn local knowledge and energy into action and progress, building stronger communities and a better future for all.

Purpose of the role

Volunteers are needed to provide some telephone company for older people. Many of these people are already recognised as the most vulnerable in society; this could be due to a range of factors, including age or a pre-existing medical condition. The telephone pals role will enable people to maintain contact with the outside world, helping them to feel less lonely and improving their general wellbeing.

Time frame

To call isolated people once or twice a week for a 6-month time frame and maybe ongoing if possible. We are looking for volunteers who can commit a minimum of 1-3 hour per week.

The Telephone Befriending coordinator role will essentially be offering regular chats to vulnerable older people which reduce isolation and connect older people to others. The Telephone Befriending coordinator role might include helping to create new ideas to support people via phone or encouraging people to join other group activities.

You will need to be committed to regular calls and offer good communication with the Getting Together Matters Team essential. We are looking for compassionate, supportive people with great organisational skills to offer support to our volunteer team for a set period.

Daytime calls preferred but some flexibility available.

This service is subject to a DBS check. You must be over 18.

Responsibilities and duties may include:

Key Duties:

1. Make regular telephone calls to volunteers & participants
2. Make good conversation, keeping it light and listening intently.
3. Keep a log of any relevant discussion points – highlighting any concerns.
4. **Essential reporting through regular phone logs/ online where possible.**
5. Signpost to other help, if appropriate
6. Support the Getting together Matters Team to reduce loneliness and isolation.
7. Keep in touch with Project manager.

Key attributes:

1. Access to a telephone
2. Good listening and communication skills
3. Empathy and compassion
4. Understanding of confidentiality
5. Socially responsible
6. Good organisational skills & time management

The role description is intended to include the broad range of responsibilities and requirements of the volunteering post. As our services are changing, all of the time there will be regular opportunities for you to change the nature of your volunteering or change to supporting other services in our area to help you have a good experience while you are volunteering with us.

Volunteers are the cornerstone of our work with vulnerable people in our local communities and we are grateful that you are offering your time to help us to make a difference.