

Telephone Befriending Volunteer

The Listen and Connect Telephone Befriender will be part of a team that support people to live well in and around their homes. The service has been developed in response to the levels of isolation and loneliness experienced as a result of COVID-19, and to increase levels of physical and mental wellbeing. It provides people with basic advice, guidance, and for many, a friendly chat. These roles will be overseen by the Wellbeing Support Project Manager, but volunteers will be allocated a member of the staff team to provide day to day support and guidance.

Volunteering as a befriender, you will work with our Listen and Connect team to offer weekly telephone calls to people who are feeling lonely and isolated. The calls are vital to supporting people to live independently, and make positive choices for their wellbeing. We do this by helping people increase their social connections, through confidence building and access to opportunities. A key part of this is signposting, both to TAWS opportunities, and other activities happening in the community. There is a full policy and framework for how we deliver these services, so that will be there to guide and support you in your role.

As a Befriending Volunteer, you can expect:

- A fun and welcoming team
- Full training and induction to volunteering on the project
- Extensive support and guidance on managing any challenging situations
- To be kept in the loop about plans for the project and good news stories
- Access to our wellbeing services as a member of the team
- Expenses, including mileage covered in line with our volunteer policy
- Regular supervision will be carried out by a nominated worker
- The opportunity to build skills and confidence through an individual development plan

We are looking for volunteers who:

- Are kind, calm and considerate, with excellent communication skills
- Understand the varying needs in the community
- Are confident and comfortable initiating conversations over the phone
- Are able to identify and respect boundaries with a range of individuals
- Have a passion for tackling loneliness and isolation
- Are punctual and reliable.

If you have experience working on help lines or emotional support programs, this would be perfect for you

Our lines are open 9am-5pm Mon-Fri.
As this is a flexible home based role, we are open to any time arrangement that suits you and the individuals.

[Click here to be directed to our application form,](#)
or visit: <http://bttr.im/3si5t>