

Listen & Connect Volunteer

Telephone Befriending Role



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 listen & connect volunteer, you can expect:

- A fun and welcoming team, and we have lunch together on site every session
- Full training and induction to volunteering on the project and each task
- Regular supervision carried out by a nominated worker
- To be kept in the loop about plans for the project and good news stories
- Expenses, including mileage covered in line with our Volunteer Handbook
- To always have a point of contact should you have any questions
- The opportunity to build skills and confidence through an individual development plan

We are looking for volunteers who:

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

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

WHEN & WHERE:

As this is a flexible hybrid role, we are open to any time arrangement that suits you and the individuals.

**SIGN UP
ONLINE**