



Role Description

Check in and Chat Volunteer

Telephone befriending is a positive step to engage with people who may have little or no contact with others. This may lead to issues with confidence, self-esteem, and loneliness or increase anxiety levels. A call can make all the difference to someone who is feeling alone.

Your role is to provide your client with some social contact through regular calls. They will generally be someone that is housebound, or does not have the confidence to get out and about. You are not there to become their friend in the true sense, but are there as a volunteer to offer social contact.

It is the social contact that is important so it doesn't matter what you end up talking about. You may have some shared interests, or explore their history, talk about family or anything really that is of interest to both of you.

The call times can be flexible to suit the time you have available to give. The aim is to have friendly and informal chats on a regular basis to help reduce the feeling of isolation. It may be that you ring each week, but it is about finding a pattern that suits you both.

The main criteria needed are:

- To be warm and friendly
- Able to make conversation with a wide range of different people
- Recognise that you are not there to offer advice, but to converse and also listen and support where necessary
- Flag up to the manager anything that concerns you, or if you feel your client needs additional help and support

Please contact Sheridan on 07852 172998 or email sheridan.rocher@ageconcernpetersfield.org.uk if you would like to know more.