



COMBATING ISOLATION, FOSTERING FRIENDSHIPS.

TELEPHONE BEFRIENDERS – ROLE DESCRIPTION

AIMS

- ✓ To alleviate loneliness and feeling isolated
- ✓ To reach more clients & help with waiting list
- ✓ To provide a social link for clients

DUTIES

- ✓ Make weekly or fortnightly phone calls to offer a listening ear and social contact
- ✓ Keep a log of phone calls and brief details of conversation
- ✓ Liaise with and feedback to Senior Solutions staff
- ✓ Comply with the policies and procedures of Senior Solutions

QUALITIES AND SKILLS NEEDED

- ✓ Good telephone manner
- ✓ Ability to listen as well as talk
- ✓ Empathy
- ✓ A non- judgemental approach
- ✓ Calm manner
- ✓ Willingness to attend training sessions
- ✓ Commitment to confidentiality, data protection, equal opportunities, health & safety, safeguarding and any other policies adopted by Senior Solutions which are relevant to the role

TIME COMMITMENT

Volunteers are asked to commit to a regular shift of approximately one and a half hours every week or fortnight between 10am and 4pm Monday – Friday

A DBS check will be required for this role along with 2 references.

For further information and application forms, please contact the office – details below.

Winifred Kettle Centre, Washacre, Westhoughton

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