

## Telephone Befriender

<b>Location:</b>	Remote
<b>Hours:</b>	P/T: Up to 1 hour per week
<b>Salary:</b>	Nil - Voluntary
<b>Reporting to:</b>	Telephone Befriending Co-ordinator

### What would I do as Telephone Befriender?

You will be calling an isolated, lonely or vulnerable young person for 5-20 mins each week. Calls are made from your mobile/house phone from your own house.

### Who Will I Befriend?

Service users can be referred to us by Age UK Lewisham & Southwark, Lewisham Local, Social Services, Health professionals or Local Community Organisations. We also take self-referrals or referrals from friends, neighbours and sometimes the service users themselves. Our service users are between 18 – 30 years old, and come from all walks of life and may face a wide range of issues. For example, you might befriend a young person who is isolated through low self-esteem or disability. All of our service users live in the Lewisham area.

### How Are We Introduced?

The Befriending Coordinator will call the service user to introduce the volunteer. The Befriending Coordinator will phone both the volunteer and the service user after the first session to see how it went.

### Do I Need Any Experience?

No. However, an ability to listen, engage in friendly conversation and respect other's views is essential.

We are here to support you in your voluntary work and we welcome your feedback whether it is about any concerns you may have or just keeping up to date on your progress.

### Volunteers Responsibilities

As a befriender for JUT you will be expected to;

- Allow the service user to talk whilst you 'listen actively'
- Develop a trusting relationship to support and, where appropriate, enable the service user to pursue social activities and life skills



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JUT – Stand out and reach your potential

- Engage in friendly conversation. It is important not to impose your opinions and beliefs on the service user
- Respect others' views
- Be able to communicate clearly and effectively
- Inform the Befriending Coordinator of any concerns that arise
- Complete weekly short reports and submit to the Co-ordinator
- Be punctual: if you are unable to keep an appointment, you should inform the service user **and** JUT in good time (48 hours in advance when possible)
- Inform JUT of any unanswered calls
- Agree to abide by the Code of Conduct and Equality and Diversity Policy of JUT
- Maintain confidentiality at all times, except where safeguarding issues are concerned
- Comply with JUT's risk assessment guidelines

### **JUT Responsibilities**

- JUT will provide an appropriate Induction for you.
- We will provide training to enable you to support service users.
- JUT will provide you with our relevant policies and guidance to enable you to carry out your role effectively.
- We will provide you with support as needed to cope with any issues you may have discussed with your clients that may have caused emotional distress.
- Where needed, we will signpost you to local or national support agencies that are on hand to provide additional support.
- Provide appropriate insurance cover.