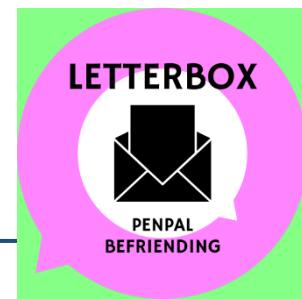


# Omega Volunteer Penpal Writer

## Role Description



### Role Summary

This flexible home volunteering role is worthwhile and rewarding. Make a real difference writing letters. As a Volunteer Penpal Writer you'll be a key member of the **Letterbox (formerly A Letter from Louise)** Team. Your letters will cheer someone up and establish a trusting, supportive relationship with a client who might be lonely or socially isolated.

### What tasks can this role include (some or all of the following):

- Writing letters to clients
- Building trust and companionship with a client through correspondence. Omega befriends a variety of people including: caregivers, the lonely, isolated or people with ill-health.
- Liaising with the Letterbox Team by email or post.
- Respecting service standards, appropriate boundaries and recognising the policies and procedures that are necessary when befriending adults at risk.
- Making suggestions to help us improve the service we provide to clients and Volunteer Pen pal Writers.

### This role could be for you, if you:

- Enjoy writing and receiving letters
- Are enthusiastic and self-motivated
- Associate strongly with Omega's values and strategy
- Have knowledge or understanding about a variety of client issues including caring, feeling isolated and lonely and its impact on people and society
- Have satisfactory written and inter-personal communication skills
- Recognise the importance of confidentiality and can show this in practice
- Are committed to inclusion, treating people with dignity and respect



## What are the benefits for you?

- Knowing you are making a difference to someone's life by doing something you enjoy
- Joining the Omega Team, who are taking action against loneliness and isolation as well as helping people in crisis
- An opportunity to enhance your CV or learn new skills
- An opportunity to engage with your community

## What support and training will be provided?

- Feedback from clients and colleagues
- Regular and ongoing support from *Letterbox* Team Leader
- Answering questions
- Stationery and pre-paid envelopes can be provided making the service free.
- Opportunity for peer support events and invitation to Omega events
- Reward system and opportunity for volunteer of the month rewards

## Location of the role:

- Mainly your home

## When are you needed?

- At a time to suit you

