

Omega

Telephone Befriender Volunteer



Role Summary

Chatterbox Befrienders offer one-to-one telephone support and will call a client once a week offering companionship and a listening ear for an individual who might otherwise go unheard. Chatterbox volunteers befriend a variety of people including carers, socially isolated individuals who are struggling with loneliness, people with ill health and those that have been bereaved.

This role could be for you, if you:

- Would like to make a real difference in someone's life
- Want to challenge loneliness and can commit to a weekly phone call
- Are a good listener
- Are empathetic, patient and of a caring nature
- Have good verbal and inter-personal communication skills
- Recognise the importance of confidentiality and can uphold this in practice
- Are committed to inclusion and treating people with dignity and respect

Requirements of a Befriender include:

- Calling your client for a 45-minute chat, once a week for 26 weeks*
- Completing an online call log record promptly after each phone call
- Ensuring immediate contact with the Chatterbox Coordinators if you feel that the client might be a risk to themselves or others
- Liaising with the Chatterbox Coordinators on a regular basis regarding the service, as well as discussing personal learning and development needs
- Respecting service standards, appropriate boundaries and recognising the range of policies and procedures that impact on befriending vulnerable adults

**If you wish, you can support two or more clients at the same time, and we can match you to new clients after 26 weeks.*

Benefits of this role may include:

- Knowing you are making a difference to someone's life
- Joining the Omega Team who are taking action against loneliness and isolation
- An opportunity to enhance your CV or learn new skills
- An opportunity to engage with your community

Support and training provided:

- Omega Chatterbox induction programme
- Safeguarding training
- Ongoing support from Chatterbox Coordinators for all questions, concerns and support
- Out of pocket expenses are reimbursed and a mobile phone can be provided if appropriate
- Monthly Befriender group support meetings via the Zoom app

Location of the role:

- Home-based

When are you needed:

- Provided on enquiry

A Disclosure and Barring Service (DBS) check is required for this role.

If you have a criminal record this does not automatically prevent you from being considered as an Omega Chatterbox Befriender. We will take into account the nature of the offence, when it happened and whether it is relevant to the volunteer role. If you are shortlisted, this will be discussed with you during the recruitment process.

Omega

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