

Omega Letterbox Pen Pal Befriender Volunteer



Role Summary

Letterbox Befrienders offer support through a very traditional medium: letter writing. Through regular correspondence, volunteers connect with people across the UK who may be experiencing loneliness, ill health or bereavement. By exchanging letters every 3 to 4 weeks, the service provides companionship, encouragement, and a listening ear to those who might otherwise feel isolated or unheard. These meaningful connections help foster a sense of belonging and remind people that they are not alone during difficult times.

This role could be for you, if you:

- Enjoy writing and receiving letters
- Are enthusiastic and self-motivated
- 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 interpersonal communication skills
- Recognise the importance of confidentiality and can show this in practice
- Are committed to inclusion, treating people with dignity and respect
- Like connecting with different people

Tasks and responsibilities may include any of the following:

- Writing letters to clients
- Building trust and companionship with a client through correspondence. Omega befriends a variety of people including caregivers, those who are lonely or isolated, or people with ill health
- Liaising with the Letterbox Team Leader by email or post
- Respecting service standards and 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

Benefits of this role may include:

- Knowing you are making a difference in someone's life by doing something you enjoy
- 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
- Regular and ongoing support from the Letterbox Coordinators

Support and training provided:

- Feedback from clients and colleagues
- Regular and ongoing support from the Letterbox Coordinators.
- Answering any questions or concerns via email or phone
- 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

Additional information:

- The service is free to both clients and volunteers, with access to pre-paid envelopes and stationery if required
 - Volunteers must be **18** or over. There is no upper age limit to join
 - Two references and two forms of ID are mandatory
 - Home-based
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Omega

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