

Telephone Befriender

Wandsworth

About this volunteer role

Volunteer Role: Telephone Befriender

Location: Balham Resource Centre

Accountable to: Volunteer Co-ordinator

Accountable for: None

Function: To provide a telephone befriending service delivered from the Balham Resource Centre which offers support to visually impaired people who prefer not to, or are unable to, access centre based or face to face services. The service does not provide formal counselling or advice. It offers social support, information about services and basic emotional support including, where appropriate, peer support.

There are three different services available to users:

Key Tasks of Service A:

- To make a weekly phone call on a Wednesday of approximately 15 minutes duration to each individual user
- Become familiar with the needs of the user and become their 'keyworker'
- To telephone the same user/s each week
- Offer general social contact, practical and emotional support
- Refer users' requests for specific information to the Resource Centre Staff who will call the user back.
- Review with the Volunteer Co-ordinator the users' progress every three months
- Visually impaired volunteers working on this service to provide peer support

Key Tasks of Service B:

- This service is for users who are waiting for other services so may only access the service for a short time
- To make a weekly phone call on a Wednesday of approximately 15 minutes duration to each individual user
- Offer general social contact, practical and emotional support
- Refer users' requests for specific information to the Resource Centre Staff who will call the user back.
- Review with the Volunteer Co-ordinator the users' progress every six weeks

Key Tasks of Service C:

- To offer a 'casual' service of occasional planned calls to meet specific needs
- Offer general social contact, practical and emotional support
- Refer users' requests for specific information to the Resource Centre Staff who will call the user back.

Key Skills/Experience/Attributes Required:

- Be punctual and reliable in attending the Resource Centre on a Wednesday
- To have good listening and conversational skills and abilities
- Be self-motivated and confident in working alone
- Ability to understand the issues faced by individuals living with sight loss
- Non-judgemental and able to treat people with respect
- Have an interest in supporting people in the community
- Be able to complete report forms and communicate in writing
- Have a good sense of humour
- Be honest and trustworthy

Training Provided:

- Telephone Befriender training
- Full Induction
- Low Vision Awareness training

Special Requirements:

A willingness to work in an environment with guide dogs. References and a Criminal Records Bureau check will be required for all volunteer roles.

Benefits to individuals of performing the role:

- Develop good interpersonal skills
- Acquire new skills and specialist knowledge
- Knowing that your contribution will enable an individual to live a more independent life
- The enjoyment of meeting new people
- The opportunity to gain experience of the voluntary sector

Further information

It is expected that all volunteers:

- Undertake their volunteering in accordance with the [values of the charity](#). These values promote respect of service users recognising their skills and entitlement to choice and independence.
- Adhere to Pocklington's volunteering policy and support the principles outlined in the organisation's [equality and diversity policy](#).
- Attend any training required to support their health and safety and the effective undertaking of their volunteering.

For further information on this volunteer opportunity, please contact the Volunteer Co-ordinator at Balham Resource Centre on 020 8675 4246 for an informal discussion.

For further information on [Balham Resource Centre](#), please visit our [Housing, care and support](#) pages.

Registering an interest

To register an interest in this volunteering opportunity, please complete our [online volunteer registration form](#) in the first instance. Once we have received and reviewed your application, we'll contact you to progress your application further.

If you require a copy of the registration form in an alternative format, or require any further assistance, please contact the [Volunteering Team](#).



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