



Volunteer Task Description

Volunteer Task	Telephone Befriender
Based at	Your own home
Purpose	To provide a friendly listening ear and confidential conversation on a regular basis to isolated and lonely residents of Nantwich and surrounding rural areas.
Time & Other Requirements	Flexible time – to fit around call times suitable to you and your client(s).
Responsibilities	<ul style="list-style-type: none"> • Contact isolated/lonely clients by telephone on a regular basis. • Calls can last from a few minutes to much longer, depending on the conversation and needs of the client. • Calls must be confidential. • You may need to signpost the client to other support via the Volunteer Coordinator. • This task does not include visiting the client or undertaking any tasks on a personal level for them.
Experience/Skills	<ul style="list-style-type: none"> • Good clear communication skills • Patience, common sense. • Be comfortable using the telephone. • Be a good listener and have a sense of humour. • Positive outlook.
Conversation Tips	<ul style="list-style-type: none"> • Take time to listen to who they are, what they have done previously and currently do now. • Encourage clients to talk about their interests. • Try to find some common interests/topics for conversation • Try to understand their situation and if they need further help/support.
Training Given	Verbal induction and discussion of Task Description
Supervision	<ul style="list-style-type: none"> • All calls logged with the Volunteer Coordinator • Issues/concerns raised with Volunteer Coordinator