

Volunteer role description Telephone Befriender

Purpose:

Grand Union Housing Group is committed to promoting the wellbeing of customers and the communities in which they live.

It has been a difficult year, with the coronavirus pandemic contributing to the loneliness and isolation felt by many of our more vulnerable customers. Added to this are new worries about employment, money, and the health and wellbeing of ourselves and those we love.

The pandemic has also seen many people come together in a united effort to offer help and support to those in need. This is cause for celebration and something we would like to support further.

We are therefore setting up a trial telephone befriending service. This will link people, who have time to give, with customers in need of friendship and support.

Could you become a befriender?

The answer is yes if the following points describe you:

- you want to help others feel less isolated and lonely
- you can regularly volunteer for an hours each week for at least three months.
- you can listen with empathy and understanding and without being judgemental
- you can encourage conversation and sharing of news, focusing on the positive and helping people smile
- you can follow procedures and guidance designed to keep everyone safe.

A little more about the role:

- each befriender will be given up to three people each week to phone and talk to for 30-45 minutes
- full web-based training will be given before you start the role, as well as regular training updates
- you will be supported by a staff member through regular catch up sessions
- there may be opportunities for further training and development, if you are interested
- the cost of phone calls and any other agreed out of pocket expenses will be reimbursed.

Cost of calls:

In many cases volunteers have access to free minutes as part of their landline or mobile phone contract. If this is not the case, please speak to us so that we can discuss reimbursement.

How to apply:

To apply, please contact Emma Dagless, Health and Wellbeing Coordinator on 0333 015 2294 or healthandwellbeing@guhg.co.uk

You will need to complete a simple application form and provide two references.

You will then have a brief telephone interview where we will explain a little more about the role and you can ask questions.