

**Title of Role: Volunteer Telephone Befriender**

Glasgow’s Golden Generation are a Charity in Glasgow who have been helping and supporting the older generation since 1948 offering vital services to ensure older adults have a better quality of life and allowing then to be socially included in their local communities, by offering: Day Care Services, Befriending Services, Welfare and Income Maximisation Service, Weekly Social Clubs and Digital Services.

**Purpose of the Role**

We are looking for Volunteer Telephone Befrienders to help Glasgow's Golden Generation's Befriending Service to support older adults aged 55 and over and reduce isolation and loneliness by providing one to one visit either in the home or in within the local community.

Our service supports those housebound who have no connection with their local communities and where a befriender can offer that lifeline to reconnect them. We also support people who have lost their confidence, had an accident, lost a loved one and are looking for a befriender who can support them through a difficult period of their life and encourage them to re-engage with their local communities.

The role and responsibilities of volunteer befrienders are to increase self-confidence and self-esteem and provide fulfilling friendships and enhance life quality. We hope that the volunteer telephone befrienders also gain a sense of fulfilment, satisfaction, increased self-esteem, self-confidence, experience and gain new life skills.

**We are looking for a commitment of at least 9 months to 1 year.**

**Qualities/ Experience/Skills**

There is no formal experience required for this role all we ask it that you are:

* Reliable and have a genuine interest in the desire to make a difference in the lives of older adults
* Good communication skills/interpersonal skills
* Patience, understanding and a warm and friendly attitude

**Main Activities/ Tasks:**

**To connect with an older adult on a one-to-one basis**

* Commit to a weekly telephone call for 1-2 hours
* Meet the social needs of individual clients
* Observe overall health and safety of self and client
* Report all incidents and concerns to the Co-ordinator
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* Treat clients and carers with respect, dignity, privacy, individuality and inform choice
* Take into account abilities, aspirations, values and beliefs of clients
* Adhere to the project’s rules, regulations, and confidentiality at all times
* Report any sickness, holidays, or other absences
* Inform client and carers of all absences, whether planned or not
* Attend meetings and training as required by the Befriending Service

**Training and Support**

* You will be required to attend the Befriending Induction training and participate in further training and/or networking events which may be offered
* Ongoing support and supervision will be given by the Befriending Coordinator either in person or via Zoom/Teams
* Regular reviews will take place and an opportunity given for peer support through networking events with other Befrienders
* Regular updates and news from the Befriending Service will be sent to you by email
* Reimbursement of expenses such as mileage or public transport costs

**Location**

In your own home

**Main Point of Contact**

Naomi Bruce, Volunteer Coordinator

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Karen Moyes, Engagement Volunteer Manager

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