

# Telephone Pals Volunteer

## Getting Together Matters

### Volunteering Matters

Everyone in the UK should have the opportunity to thrive. So, we bring people together to overcome some of society's most complex issues through the power of volunteering.

We partner with communities to overcome adversity, tackling social isolation and loneliness, improving health, developing skills and opportunity, and making sure young people can lead change.

And we turn local knowledge and energy into action and progress, building stronger communities and a better future for all.

### Purpose of the role

Volunteers are needed to provide some telephone company for people who are self-isolating and unable to leave their home as direct result of the COVID-19 pandemic. Many of these people are already recognised as the most vulnerable in society; this could be due to a range of factors, including age or a pre-existing medical condition. Your role will enable people to maintain contact with the outside world, helping them to feel less lonely and improving their general wellbeing.

### Time frame

To call isolated people once or twice a week for 6months and maybe ongoing if possible.

Responsibilities and duties may include:

### Key Duties:

1. Make regular telephone calls to matched beneficiaries
2. Make good conversation, keeping it light and listening intently
3. Keep a log of any relevant discussion points – highlighting any concerns
4. Signpost to other help, if appropriate
5. Support the Getting together Matters Team to reduce loneliness and isolation
6. Keep in touch with Project manger

### Key attributes:

1. Access to a telephone
2. Good listening and communication skills
3. Empathy and compassion
4. Understanding of confidentiality
5. Socially responsible

**The role description is intended to include the broad range of responsibilities and requirements of the volunteering post. As our services are changing, all of the time there will be regular opportunities for you to change the nature of your volunteering or change to supporting other services in our area to help you have a good experience while you are volunteering with us.**

**Volunteers are the cornerstone of our work with vulnerable people in our local communities and we are grateful that you are offering your time to help us to make a difference.**