



## **Community Action Project**

Befriending

### **Community Action Partner**

Thomas Pocklington Trust

**Aim:** At Thomas Pocklington Trust, our mission is to provide quality housing care and support services which promote independence and choice, and to fund research into the prevention and alleviation of sight loss.

**Role:** Telephone Befriending and e-Befriending (email) volunteers. We are looking for someone who is chatty and friendly. Someone who is good at communication with their client, but also able to relay any relevant information back to their Service Manager. Volunteers ideally would have experience with elderly or people with sight loss but this is not ideal. Also, we would like a team player and someone who is happy to give feedback about the service.

**Training:** Volunteers receive a full induction and training programme. This is either done in person or over the phone, dependant on the location of the volunteer. The volunteer will be allocated a volunteer manager who will be in contact at least once a month and who the volunteer can turn to with any problems at any point in their volunteering.

**Location:** If telephone befriending then needs to be a location where you can make phone calls without distraction.

**Times:** This is dependent on the service user they are allocated to. If the service user only wants to chat fortnightly on a Saturday afternoon then that's when they'd volunteer. Alternatively they might want to chat weekly on a Tuesday morning. We do ask when volunteers are available and will only match them with service users who are also free at that time.

**CRB:** A CRB is required.

**Other:** Ideally to have access to a computer to receive emails and type up logs (although this is only desirable). FOR TELEPHONE BEFRIENDING: To have a home land line or mobile phone and a location to which you can make phone calls without distraction. FOR EMAIL BEFRIENDING: To have a computer for writing emails to their service user. For people who are physically disabled or have sight loss, this opportunity is perfect as you can carry out the role from your home or University.

**Application:** All volunteers must be registered as Community Action volunteers. To do so, visit <http://www.rhul.ac.uk/services/volunteering/register.html>