



Covid-19 Telephone Buddy Role

Summary of the Role

As a Telephone Befriender Volunteer with South Yorkshire Housing Association you will help people aged 50 and over stay connected and overcome feelings of isolation by providing regular telephone chats.

The aim is to build relationships where people are given the opportunity to connect with others in a confidential and non-judgemental atmosphere.

The role is home-based and as a volunteer, you will initially make a call to someone each week until you get to know each other and make your own arrangements.

You won't be out of pocket whilst volunteering with us and we'll discuss potential expenses when we meet (either in person, over the phone, or online).

Desirable Skills

- Strong people skills – good at talking and listening
- An ability to make people feel comfortable and at ease
- Able to handle difficult conversations

Main Tasks and Role Requirements

- Complete South Yorkshire Housing Associations training package for the role
- Making a weekly call to someone aged 50 or over who has been referred to us for support
- Talking to us regularly about how the befriending is going
- Recording anything of concern from the calls, and sharing it with us

What you can expect from us

- We'll be there to support you throughout your time with us
- We'll provide all the necessary training, so you make the calls safely

- You'll have access to our full suite of online training and classroom courses. If you're interested in doing a course, we'll support you with setting up the training
- We'll provide you with a certificate highlighting your involvement with us
- We'll provide written confirmation of the training you've done with us if you require
- We'll cover any reasonable expenses you incur whilst volunteering with us

Criteria	Requirements
Start Date and length of Role	September 2020 Start Date. You can be involved for as long as you want to
I.D and other checks	A DBS is needed for this role. If you have a recent DBS (within the last 12 months) we'll ask to see a copy. If not, we'll take you through the process and pay for an enhanced check.
Training to be completed	Relevant parts of SYHA induction, including GDPR, confidentiality, professional boundaries, safeguarding and good conversations training.
Inclusive Volunteer Requirements	We welcome Volunteers from all backgrounds.
Working Days and Times	Flexible – we can work around the time you want to give, and when works best for you and our customers.

If you're interested in applying for the role, please give our Volunteer Co-Ordinator, Nicole Stamford a call on 07384510101, or fill out the expression of interest form stating Telephone Buddy as the type of voluntary work you're interested in, and we'll get back to you.