

Telephone Befriender - Role Details

Background:

Kingston Carers' Network is a charity that supports carers in the Royal Borough of Kingston upon Thames. A carer is someone who provides support, unpaid, to a friend or family member who has a physical illness, disability, mental health problem or substance misuse issue.

What is telephone befriending?

Caring for a loved one can be a very isolating and lonely experience. We offer a free telephone befriending service so that carers can enjoy a friendly chat, even if they are unable to get out of the house often or leave the person they care for.

How you can help:

As a volunteer, you will befriend an adult carer. **You will call the carer once a week, for about 30mins, and provide them with friendly conversation and a listening ear.** We will match you with a carer based on your shared hobbies and interests.

Benefits:

- It's a free, simple way to give something back from the comfort of your own home
- Your calls can make a difference to the happiness and wellbeing of someone who is caring for a loved one

The qualities and attributes we are looking for:

- Friendly
- Talkative
- A good listener
- Reliable/dependable
- Patient
- Non-discriminatory
- Have a positive outlook

How does it work?

- You complete the application form and email it to us
- Lyndsey, our volunteer coordinator, will contact you to arrange an informal interview and ID check (via Zoom where possible)
- We contact your references and provide you with induction materials to read through
- We match you with a carer based on your shared interests
- We connect you with the carer to begin your weekly telephone chats (your telephone number will remain anonymous to the carer)

What is expected of me?

We ask that you would:

- Make time for a 30-minute call (usually) on the same day and time each week
- Commit to volunteering with us for at least 6 months
- Abide by our policies and procedures
- Be kind and respectful to the carer
- Let us know if you or if you or the carer need any support

Feel inspired?

If you would like to become a telephone befriender, or would like to find out more, please contact the volunteer coordinator, **Lyndsey** at volunteering@kingstoncarers.org.uk or call 07458 305 350