

Volunteer Role Description

Title:	Telephone Befriender
Responsible to:	Telephone Befriending Coordinator
Expected Commitment:	Weekly 2 hours
Location:	Home based/Sight Support Office

About Us:

Sight Support has been supporting local people with sight loss since 1864. For over 150 years, we've been helping people across Hull and East Yorkshire with visual impairments to live full, active and happy lives.

We want to create a world where sight loss is not a barrier in life and help to shape a society that is inclusive.

We're here to help people adjust to living with sight loss, and give them the tools they need to live their life the way they want to.

Primary Objectives:

- To provide a regular, friendly telephone call to service users to address feelings of loneliness and isolation.

Responsibilities:

- To undertake a regular, friendly chats by telephone with service users and offer support where necessary to prevent feelings of isolation.
- To recognise when specialist advice or problem solving is needed and to refer service users to Sight Support staff as appropriate.
- To understand and comply with Sight Support's GDPR policy at all times.

Qualities and skills we are looking for:

- Good telephone communication skills (both talking and listening).
- An understanding and respect for confidentiality.
- Friendly, calm and empathetic manner.
- An ability and desire to develop a positive relationship with new people.
- An ability to take responsibility for your own caseload and keep appropriate records.
- An understanding of issues faced by those with a visual impairment is desired but **not** essential.
- Following training, to be aware of safeguarding procedures and be able to raise any concerns.

Support provided to you:

- Visual Impairment Awareness training will be provided and take place at Sight Support HEY.
- Other training as identified.
- Regular newsletters, updates and news from the Volunteer Coordinator at Sight Support HEY.
- Reimbursement of out of pocket expenses such as mileage or public transport costs (where pre-approved).

We hope that by becoming a volunteer you:

- Meet new and interesting people.
- Learn new skills which could be helpful for future employment or further learning.
- Increase your own self confidence.
- Enjoy a new challenge.

Health & Safety:

All volunteers will be expected to:

- Ensure that they comply with Sight Support HEY's Health & Safety policy at all times
- Take reasonable care for the Health & Safety of themselves and others whom may be affected by their acts or omissions whilst volunteering.

Equality, Diversity and Rights:

Sight Support Hull & East Yorkshire is committed to improving the quality of its services to all people, irrespective of race/ethnicity, disability, gender, religion or belief, age or sexual orientation. Our objective is to deliver high quality services that are accessible, responsive, and appropriate to meet the diverse needs of different groups and individuals. As such, we will continue to ensure that volunteers treat every person with dignity, respect and fairness.

This volunteering opportunity is subject to a DBS check and sets out the duties of the role at the time when it was drawn up. Such duties may vary from time to time without changing the general climate or level of responsibility entailed.

Next steps:

If you are interested in applying, the next step is to complete our volunteer application form. Please download the application form from **www.sightsupport.org/volunteering** and return it to **volunteering@sightsupport.org** or to **Sight Support HEY, 466 Beverley Road, Hull, HU5 1NF.**