

<b>Post title:</b>	Volunteer Telephone Befriender
<b>Supported by:</b>	Activity Worker

## Purpose of the Role

Sheffcare is a charity aiming for everyone to have a good day every day through:



- To act in line with Sheffcare values and support the work of the Charity.
- To support Sheffcare staff in helping reduce feelings of isolation and loneliness that can occur for those living within a care setting by speaking to residents over the telephone.
- To encourage a resident to remain social.

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## Tasks and Activities

- To take weekly telephone befriending calls to a matched resident.
- To establish and build a befriending relationship with the resident.
- To encourage the residents to engage in conversation to help reduce feelings of isolation and loneliness.

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## Person Specification

We are looking for people who are passionate about helping people in care homes to maintain communication and keep social.

We would like to hear from you if you:

- Share our values.
- Are compassionate and keen to provide a high standard of service.

- Have excellent listening and communication skills.
- Have the ability to adapt your approach to communicate with people who may have different communication needs (e.g., due to Dementia, hearing loss).
- Have an understanding of the importance of following policies, procedures and guidance.