**Telephone Befriending Volunteer**

**Why do we need you?**

Sight loss can have a devastating impact on people’s lives with many people experiencing feelings of loneliness and isolation. So we are looking for volunteers to provide some respite with a regular friendly phone call. The calls may be weekly or fortnightly and you will be speaking to the same client (or clients) each time.

**What will you be doing?**

* Making regular telephone calls to one or more clients (depending on your availability).
* Provide a friendly listening ear.
* Chatting about things of interest to the client which may be hobbies, tv, current affairs etc but under no circumstances are you expected to provide counselling or emotional support for more serious issues.

**What are we looking for?**

* Good communication skills
* Warm and friendly manner
* Good listening skills
* Reliability

**What will you gain?**

You will have the opportunity to:

* Make a real difference to the lives of people living with sight loss.
* Build on your communications skills and increase your confidence.
* Learn more about the services available to people with sight loss.

**What’s involved?**

* You will need to have a mobile phone or landline contract with free minutes included as we cannot cover the cost of the phone calls you will be making.
* You will agree a regular time and day to give your befriendee a call and you will be required to commit to this each week.
* You will be given a full induction and training.
* You will respect client confidentially and not discuss the details of your phone calls with anyone else.
* You are not expected to deal with any sight loss queries or any issues that may occur as part of your conversations. All queries can be referred to the Volunteer Coordinator.
* We will need to complete a DBS check for this role.

**How to apply**

For more information about this or any of our other volunteering roles, please contact Jodi Strick on 01872 261110, jstrick@isightcornwall.org.uk.