

Telephone befriender volunteer

Reduce isolation
Be a friendly listening ear



What is a dementia telephone befriender?

A friendly person who has a regular chat with a carer living with a family member with dementia or memory loss. These carers often lose contact with others and can feel forgotten.



What will you get out of it?

- Make big difference to a carer, providing companionship and a link to the outside world, recharging their batteries and improving relationships.
- Use and develop your listening skills and interpersonal skills to develop rapport.- perfect if you want to gain experience in a health or social care setting or have worked in a similar setting previously.
- Constructive and compassionate use of your spare time



What's involved?

You'll make a regular call to a list of 5 - 10 carers

- Fortnightly, monthly or as agreed with the carer
- Daytime, evenings or weekends
- From home or our Bedford office (daytime)
- Update call details in our computer system



The skills you'll need

- Friendly, caring and empathetic - able to establish rapport and genuine interest
- Organised, flexible and reliable - able to keep the commitment to the carer
- Work within role boundaries - understand safeguarding protocols
- Liaison with CiB - to log your call, feedback any issues or concerns



**Check out our
Dementia services
for carers**

carersinbeds.org.uk/dementia



How we will support you

- You will be linked to a CiB staff member
- We'll apply for a DBS (police check) if you don't have a recent one
- We'll give you induction training - about CiB and about your role
- Specific dementia training from a dementia nurse
- We invite you to volunteer socials and forums, and team events
- We keep you updated with charity news
- We'll welcome you as part of a friendly and busy team.



How to apply

Please ring or email with your phone number so we can have a chat about what works best for you.



I would like to be involved in a local organisation which offers a valuable service in the community



Interested?

Contact our Volunteer Coordinator
Carol Solaiman
Tel-0300-111-1919
volunteering@carersinbeds.org.uk

Your time

- This is a flexible role with no fixed times
- You will contact each carer as agreed
- We'll ask you each month how many hours you've given

Where you'll volunteer

- From home within our *volunteering at home* rules after a trial period in our Bedford office
- Alternatively, from our Bedford office during office hours

Optional

- We may also invite you to befriend a person with memory loss or dementia



Our Vision

Carers will feel recognised, respected and supported in their role

Follow us on social media

