

Phone a Friend Volunteer Role Profile

Suffolk Libraries is looking to redefine how the public see libraries. We want to develop an experience which expands our traditional audience, but which also engages new audiences.

We offer a free telephone service for people who feel lonely or isolated, so they can enjoy chatting with someone over the phone. Being called on a regular basis can make a real difference to the way a person feels and can help improve their physical and mental wellbeing.

As a volunteer, you will be matched with someone who has requested the service, not necessarily a library user, and get to know them from the comfort of your own home. It's a chance to discuss interests, hobbies, sign post them to other services and suggest new and different things to do. As a Suffolk Libraries volunteer, you can make a real difference to an older person's life.

Commitment:

Ideally a commitment of 1 to 2 hours per week for a minimum 6 month period

Key Elements of the Role:

Working under the direction of the Volunteer Engagement Manager, roles can vary but certain tasks are commonly undertaken. These are:

- Making time for a 30-minute call on a prearranged day and time each week
- Undertaking any appropriate online training
- Agreeing to our volunteer terms and conditions
- Commitment
- Letting us know if you or your telephone friend need any support.

Person Specification:

We are looking for volunteers who are:

- Reliable and able to work on their own initiative
- Have experience in a similar role
- Have excellent listening skills
- Are computer literate and have good telephone skills
- Able to show empathy and understanding
- Friendly
- Able to maintain confidentiality
- 18 years of age
- Confident and able to sign post to other services



Role Boundaries:

Volunteers are not permitted to take on any other responsibilities such as delivering items/food/medication or provide transport such as to hospital appointments.

If you are interested, please contact diane.moore@suffolklibraries.co.uk for further details or complete the online application form at www.suffolklibraries.co.uk/about/jobs-volunteering/volunteering or [click here](#).