

*Connect Newham Befriending Volunteer Task Outline*

**Background**

The London Borough of Newham continues to be one of the hardest hit areas in the UK during the Covid pandemic. It has highlighted and exacerbated inequalities in health, mental health and social connection in Newham. Long-standing issues of social isolation have been worsened for many, as people’s usual sources of social connection have become unavailable.

Connect Newham is a new telephone befriending service which aims to enhance the quality of life for people experiencing social isolation in Newham through the provision of weekly or fortnightly calls from telephone befriending volunteers.

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| **Commitment** | Minimum of 3 months:   * 2-hour training session. * 1 hour per week to include 30min call to client plus submitting a short report on the call. * 1 hour per month peer group supervision. |
| **Purpose of Role** | * To develop and provide support over the telephone with a Newham resident living alone (or caring for someone alone) to prevent them feeling lonely and isolated. * Each resident will be assessed, and an agreed number of calls will be allocated. Once their call plan has finished, you will be matched with a new resident. * To take weekly mood monitor scores. * To provide feedback to aid programme development. |
| **Support Provided** | * Full remote training and induction provided. * We will complete the Disclosure Barring System (DBS) application process with you. * Supervision and direct contact with the Befriending   Co-ordinator.   * Join and participate in peer support groups and meet other volunteers to share experiences and best practice. * Social and celebration events |
| **Skills and attributes Required** | * Good communication with a friendly approachable manner and solution focused. * Good listening skills. * Reliable and committed to do at least 1 session a week for the committed period. |
| **Further Information** | You will be registered to the Tempo time credits scheme and receive reward credits for every hour you volunteer that can be redeemed in exchange for reward at various venues/activities. To find our more visit [www.timecredits.com](http://www.timecredits.com) |

**It’s good to talk**