

## **Volunteer Role Description**

### **Volunteer role:**

Online Befriender

### **Goals:**

To enhance the quality of life for older deaf and hard of hearing people in community and homes settings by reducing social isolation.

### **Benefits:**

#### **What will you gain by becoming a volunteer for Action on Hearing Loss?**

- Training – learning new skills and gaining up -to-date knowledge of issues affecting deaf and hard of hearing people.
- Experience – meeting new people in different situations and building new friendships with other Action on Hearing Loss volunteers.
- Fulfilment – knowing that the information you provide will make a real difference to those who receive it and raising awareness throughout Scotland.
- Expenses – all expenses incurred as a result of your volunteering will be reimbursed in line with Action on Hearing Loss policy
- Become involved in the Deaf and hard of hearing community in Scotland.
- Work as part of a team

### **Suggested tasks:**

- Spend time chatting / emailing / texting with older deaf/hard of hearing people via social media, telephone or email.
- Providing friendship and support to tackle isolation and loneliness.
- Goal setting with befriender for year ahead.

### **Skills needed:**

Sensitive towards other people

Open-minded

Friendly

Positive attitude

Active listener

Empathetic

Aware of issues affecting deaf and hard of hearing people

Non-judgemental

Committed to the wellbeing of others especially the older community

Reliable, trustworthy and honest

### **Training/learning needed:**

Action on Hearing Loss Scotland offers full, on-going training for all volunteers, including a one-day induction programme with optional OCN

qualification. In addition, you will have a half-day training session in the role of befriender including boundaries, confidentiality and safeguarding.

**Time:**

You will need to be prepared to commit to regular contact to the service user, on a weekly, fortnightly or monthly basis over the period of 1 year.

**Location:**

Social contact with the service users can be carried out at home, in our offices or anywhere suitable you have access to the internet/phone signal.

**Support and supervision:**

Your volunteer co-ordinator will be your main point of contact. They will support you with any support and/or additional needs you may require.

**Disclosure:**

All volunteers are required to complete Scottish Disclosure check.

**What next?**

Thank you for showing an interest in volunteering for Action on Hearing Loss. If you are interested in becoming a befriending volunteer, please complete the enclosed volunteer application form or contact us if you have any questions.

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