

Volunteer Telephone Befriending

Information for Referrers

What we do

- Provide emotional support and therapeutic listening to older people who are experiencing loneliness and isolation.
- Improve people's feelings of companionship and social inclusion.
- Provide signposting and onward referrals to community activities and wider support where appropriate.

How we do it

- Weekly telephone calls with a matched volunteer befriender at a pre-arranged time on a set day (between 9am-5pm Tues-Thurs).
- Usually of around 30 minutes duration.
- Non-time limited / open ended support.

Who it's for

- Age 50+
- Living in the local authority area of Middlesbrough.
- Feeling socially isolated and/or lonely.

What we don't offer

- Face to face befriending.
- Ad hoc calls or calls out of hours.
- Mental health therapy or counselling.



HELLO

“ I look forward to every Thursday and wait for the call. It's not much fun being on your own. ”

Mabel, Age 76



HELLO

“ It's been the non-judgemental support I've needed, without the feeling of being assessed, like therapy. ”

Anthony, Age 50

How to refer

Email: befriending@middlesbroughandstocktonmind.org.uk

Tel: 01642 257020

Natalie Bilton, Befriending Project Coordinator

Become a Telephone Befriending Volunteer

Just 30 minutes of your time a week could make a massive difference to an older person's life. If you're empathetic and good at talking on the phone, you could be a Telephone Befriending Volunteer for Middlesbrough and Stockton Mind.

What's Telephone Befriending?

As people get older, some may find they spend more time on their own which can sometimes feel lonely. We offer free telephone befriending for people over 50 in Middlesbrough so they can enjoy chatting with someone over the phone from the comfort of their home.

We match volunteers with older people based on their hobbies and interests so they can have a friendly, weekly chat. People who receive the support tell us the chats are the highlight of their week.

If you'd like to make a difference to an older person's life, this could be the right opportunity for you.

What's in it for you as a volunteer?

- It's a simple way to give something back and your calls can make a huge difference to the happiness and wellbeing of an older person.
- Make new friends and get work experience.
- You will receive full training and induction and our Befriending Coordinator will support you every step of the way.

- We value your wellbeing and safety and we'll provide you with a mobile phone to make the befriending calls.
- There's no commitment period. We want the volunteering to fit with your life.
- You will become a valued member of the team at Middlesbrough and Stockton Mind and will have access to ongoing training opportunities and support.

What skills do I need?

- You will need to show respect, empathy, patience and understanding.
- You will have excellent listening skills and enjoy a good chat on the telephone.
- You are available to call one, two or more people for around 30 minutes chat on a set day once a week.



“ Being able to help people who are lonely and isolated has been the best reward for me. I've grown in confidence and received excellent training and support along the way. I'm no longer afraid to try new things. I'm helping others and regaining something I lost myself. **”**

Tracy

What to do if you're interested?

You can get in touch for a chat or view the role description and apply online. Natalie Bilton, Befriending Volunteer Coordinator, 01642 257020 www.middlesbroughandstocktonmind.org.uk/volunteering.aspx