



MORDEN COLLEGE

Interesting People Living Life to the Full



Volunteer Telephone Befriender

About us

Morden College is a Charity dedicated to supporting older people. Founded in 1695 by the pioneering merchant, Sir John Morden, the Charity has been at the forefront of enriching older people's lives for more than 300 years.

Today the Charity's core purpose is to provide older people who are in need with a home for life, to support them as they grow older, and to provide care services, including residential care and residential nursing care, if the need arises.

We are a strong community, committed to enabling the older people we support to have the highest quality of life, for the rest of their life.

For more information on us, visit: <https://www.mordencollege.org.uk/>

About the role

The role of befriender is a global one, aimed at reducing social isolation and loneliness in our communities. As a volunteer telephone befriender at Morden College, you will offer a listening ear and support residents who have opted to use our service.

Your regular friendly chats can build confidence and result in many positive outcomes, both for you and the resident. It's a great chance to meet someone new, develop a new connection and help in a positive way which is suited to your availability.

Your main tasks will be:

- To telephone residents that you have been matched with at agreed times
- To keep a regular and accurate account of conversations via the log sheet
- To report any concerns or problems to the Volunteering Manager

Training & Support

You will be offered training in befriending, boundaries, safeguarding, and mental health awareness.

You will be required to undergo a Basic DBS level check for this role.

You will be supported by the Volunteering Manager who will ensure your training, induction and development needs are met throughout your journey as a volunteer.

Expenses

You will be reimbursed for any out-of-pocket expenses incurred while making calls.

About you

We are looking for volunteers who:

- Have a phone, whether it be a landline or mobile phone
- Have 1-2 hours to give a week
- Can commit to a minimum of 4 months
- Have good listening and communication skills
- Are compassionate and non-judgemental
- Understand the importance of confidentiality and respecting dignity
- Are reliable, honest and committed

This role would suit you if you are:

- Looking to make a positive impact
- Thinking of pursuing a career in social work
- Looking to gain support experience
- Looking to do something meaningful in your community
- Looking to volunteer from home

What next?

For more information please email Juliet Turk, Volunteering Manager, volunteering@mordencollege.org.uk for an Application Form.

You will need to provide two references and will be invited to have an informal discussion with the Volunteering Manager via Zoom/Microsoft Teams.

Please note that training will take place online via Microsoft Teams while the College is still in lockdown due to the Covid-19 crisis.