

# Telefriends

## Location:

Based at either the Great Yarmouth, Norwich or Kings Lynn hub or from home.

## The role:

The Telefriends service is run by volunteers who ring between 8 and 10 of our clients a week to help alleviate isolation through phone calls and conversation.

## Key responsibilities:

Vision Norfolk has been offering a Telefriends service since April 1998. The aim of the Telefriends service is to:

- Provide weekly telephone calls to visually impaired people in Norfolk, based on general chat and light befriending
- Provide empathy and understanding of the clients sight loss and how this affects their daily lives
- Provide a friendly “listening ear”
- Work as part of a small team to provide the service during office hours Monday to Friday
- Take part in team meetings several times a year, to receive updates on the service and news from within Vision Norfolk

## Other responsibilities:

- To contact the Volunteer Engagement Coordinator as soon as possible, if unable to fulfil your commitment so that replacement cover can be arranged
- Maintain strict confidentiality at all times
- Adhere to the Vision Norfolk volunteer policies and procedures
- To be courteous as you will be acting as a representative of Vision Norfolk

## Required skills:

We are looking for volunteers who are empathetic, friendly, a good listener and enjoy talking to people on the telephone.

## Volunteering benefits:

Becoming a Telefriend gives you the chance to help a variety of people from all walks of life and is an opportunity to make a difference and support your local community.

Vision Norfolk also offers:

- Visual Awareness Training
- Regular, ongoing advice and support
- Payment of out of pocket expenses agreed in advance

## Contact details:

If you would like to discuss the opportunities we have at Vision Norfolk, please contact the Volunteer Engagement Coordinators:

Edward Bates (Great Yarmouth) 01603 972604

Penny Parker (King's Lynn) 01553 407004

Email: [volunteers@visionnorfolk.org.uk](mailto:volunteers@visionnorfolk.org.uk)