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| C:\Users\rachael.green\Desktop\ViNo Logo.pngVolunteering Opportunities |
| **Role Title:** | Telefriend |
| **Hours and Location:** | Vision Norfolk Offices in Norwich, King’s Lynn or Great Yarmouth, or home based for an hour or two per week. |
| **About the organisation:** | We are Vision Norfolk and our mission is to support people living with sight loss to enjoy active, independent and fulfilled lives. |
| **About the role:** | The Telefriends service is run by volunteers who ring Vision Norfolk clients a week to help alleviate isolation through phone calls and conversation. |
| **Main Responsibilities** | Vision Norfolk has been offering a Telefriends service since April 1998.The aim of the Telefriends service is to:* Provide weekly telephone social contact for visually impaired people in Norfolk.
* Help alleviate isolation by weekly phone calls, based on general chat and light befriending.
* Provide empathy and understanding of the clients’ sight loss. Have an awareness of how this affects their daily lives.
* Provide a friendly “listening ear”.
* Commit to a weekly phone call for a set day and amount of time each week based at a Vision Norfolk office, either in Norwich, Great Yarmouth or Kings Lynn or alternatively from home.
* Take part in team meetings several times a year, to receive updates on the service and news from within Vision Norfolk.
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| **General Responsibilities:**  | * Telephone the Leisure Coordinator as soon as possible if unable to fulfil your commitment so that replacement cover is arranged.
* Maintain strict confidentiality at all times.
* Adhere to the Vision Norfolk volunteer policies and procedures
* All we ask from our volunteers is that you are kind and courteous when you are representing Vision Norfolk.
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| **Skills / Experience needed:**  | We are looking for friendly, chatty, empathetic volunteers who enjoy talking to people on the telephone and will listen to our clients talk about their everyday life and sight loss experiences.  |
| **Benefits of Volunteering in this role:** | Becoming a Telefriend gives you the chance to work with a variety of different people from different 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
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| **Contact details:** | If you would like to discuss the opportunities we have Vision Norfolk, please contact the Volunteer Coordinators on 01603 573000:**Jo Howard** (Norwich & South Norfolk) ext 407**Penny Whitby** (West Norfolk) ext 406**Catherine Bond** (East Norfolk) ext 325**Email:** volunteers@visionnorfolk.org.uk |