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| **Role Title:**  | Telefriends Volunteer |
| **Hours and Location:**  | Minimum of 1-2 hours a week, with the option to make calls from either a Vision Norfolk office or home.  |
| **About the organisation:** | Vision Norfolk’s mission is to support people living with sight loss to enjoy active, independent and fulfilled lives. |
| **About the role:** | Vision Norfolk has been offering a valuable Telefriends service since 1998. As a Telefriends volunteer, you will:* Help alleviate isolation by making weekly phone calls to our clients, based on general chat and light befriending.
* Provide empathy and understanding of the clients’ sight loss and 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.
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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. Previous experience in this type of volunteering role would be helpful, but is not essential.  |
| **Benefits of Volunteering in this role:** | Becoming a Telefriends volunteer gives you the chance to work with a wide range of people from different walks of life and is an opportunity to make a difference and support your local community. Vision Norfolk also offers:* Vision Impairment Awareness Training for new volunteers
* Regular, ongoing advice and support to help you in your role
* Payment of out of pocket expenses (agreed in advance)
* The opportunity to be part of a warm and friendly volunteering team
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| **Contact details:** | To discuss this role or other opportunities please contact the Volunteer Engagement Coordinators on 01603 573000 or volunteers@visionnorfolk.org.uk. |