THE BUREAU



CALL COMPANION

2023/2024
VOLUNTEER
PROSPECTUS

CALL COMPANION

Calling all Companions!

Our Call Companions service provides a friendly weekly phone call to lonely isolated people in our local community.

We aim to help reduce loneliness and isolation in vulnerable people in our community, and keep our clients connected to our services and volunteers.

What will I do?

As a Call Companion volunteer, you will speak to one or more lonely and isolated people over the telephone weekly. Your role is to listen, be supportive and provide a friendly listening ear to help reduce the loneliness of the clients you support.

Your role will be to:

- Provide support over the telephone to a vulnerable, lonely and/or isolated client.
- Speak to your clients once or twice a week.
- Build up a rapport and a trusted telephone friendship
- Provide a friendly listening ear.
- Maintain confidentiality.

Where will I be?

You will generally make calls from your own home and at a time to suit both you and your Call Companions client.

How much time is needed of me?

The time spent on your Call Companions call is flexible and on average our Call Companion volunteers spend between one and three hours per week on their calls.

What we can offer you

All volunteers will be provided with welcome and induction training covering confidentiality, boundaries, expectations and safeguarding. Additional training is available, particularly on handling telephone calls.

Ongoing support from the Call Companions Coordinator is provided.

For further details or to apply, please contact 01457 865722 or email lucy@the-bureau.org.uk



Paul Kiddy
Call Companions Coordinator

Paul set up the Call Companions scheme 6 years ago with just 5 clients. Now the call companions scheme makes over 140 calls per week to lonely and isolated people in Glossopdale.

If you need to contact Paul, you can call the office on 01457 865722, or email paul@the-bureau.org.uk

"I love making my weekly calls to my clients, I feel I am giving something back to the local community and my clients have become like friends over the phone."

Call Companion Volunteer

"I have built up a good rapport with my clients and I know that Paul and The Bureau team are there to help when I need any support"

Call Companion Volunteer

"It is great to be able to make a difference to a lonely person. I can tell I am really helping and I get just as much out of the calls as they do."

Call Companion Volunteer

THE BUREAU