



Volunteer Telephone Befrienders

Sight Service is one of the premier support agencies for people with visual impairments in the Gateshead and South Tyneside areas.

We provide information, training and support for people of all ages, their carers, families, employers and providers of public services. Sight Service can offer reading aids and life skills training as well as assessments at home.

Although we have employed specialist staff we also depend upon volunteers to support us.

The Role

Our Telephone Befriending Service aims to reduce the feelings of loneliness and isolation that can be experienced by people living with sight loss. We are seeking to recruit people who are prepared to commit to making calls to befriendees on a regular basis.

Skills needed for this role

- A sensitive attitude towards other people
- To be open minded and non judgemental
- A friendly and patient approach
- Enthusiastic with a positive attitude
- Good communication skills particularly being an active listener
- An awareness or experience of the issues affecting people with sight loss
- Reliable and trustworthy
- Prepared to commit to make regular phone calls on a regular basis

Why volunteer with us?

- Make a positive difference to the people that you contact
- Inspire other by reducing isolation and building confidence
- Provide a service that is both rewarding and satisfying
- Build your inter-personal skills
- Contribute to the work of Sight Service

What support will be given?

- Training that includes induction and an introduction to Visual Impairment Awareness
- Each volunteer receives a Volunteer handbook and support from a dedicated member of staff and the Volunteer Co-ordinator
- Expense paid (inline with company policy)

What do Sight Service require?

Initial Volunteer interview

Completed Volunteer Application Form

References request

Criminal Record Check Information (DBS)

I am interested who do I contact?

Kerry Pattison – Volunteer Coordinator

Sight Service Gateshead, The Bradbury Centre, Bensham Hospital, Gateshead, Tyne and Wear, NE8 4YL

Telephone: 0191 4785959 (extension 204) or email

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