

# Role Description: Tele-Befriender (Community Befriending Programme)

## Our Organization

Filos Community Services is a not-for-profit social service organization. We focus on building the strengths of the community we live in. We work towards empowering individuals and families to live more fulfilling, meaningful and happier lives.

Services provided include Family Life Services, Assistance and Referral Services, Children & Youth Services and Elderly Services.

## Community Befriending Programme

The Community Befriending Programme (CBP) is a befriending programme for isolated elderly living by themselves in the community. This programme re-engages the elderly with community and links the elderly to services which they may require. Through this programme, we aim to affirm elderly's identity and increase their confidence through sharing and recounting of their experience. We also hope to give the elderly a chance to develop new friendships and opportunities to participate in social activities that enhance mental, physical and psychosocial well-being.

In light of the COVID-19 situation, all befriending sessions will be conducted over phone calls until further notice.

## Beneficiaries:

- Residents living in Kembangan-Chai Chee area who are 50 years old and above

## Your Role

- To befriend and assist elderly members of the community who are living alone via phone calls or other suitable mediums, and encourage them to attend virtual social wellness event if any
- To share hope and happiness with them through weekly phone conversations

## Key Responsibilities

1. Befriend 2-3 seniors (4 phone calls to each beneficiary per month)
2. Invite seniors to attend virtual Active Ageing programmes organised by Filos (if any)
3. Provide relevant updates to staff on elderly's progress through monthly reports
4. Share with staff on any needs of the seniors to be connected them to other relevant services

## Role Requirements

- Singaporean or Permanent Residents who are at least 25 years old
- Passionate about working with elderly to promote active ageing
- Positive, patient and willing to lend a listening ear
- Ability to converse in basic Mandarin and dialects would be an advantage
- Befriending skills and experience would be an advantage

## Support

- Staff support
- Check-Ins
- Orientation & Handbook
- Training

## Benefits

- Sense of self-satisfaction from engaging in meaningful voluntary work
- Opportunity to learn from and serve the members of the ageing population while gaining a better understanding of various ageing and health issues
- Relevant development and training opportunities to upgrade befriending skills

## Areas to Note:

- 1. Confidentiality:** Safeguard the privacy and confidentiality of the beneficiaries' data and/or any details which you may be exposed to for this programme. Do not copy or share their details with any parties without prior consent from Filos.
- 2. Sharing & Boundaries:** While we encourage open communication between the beneficiary and volunteer, please be mindful not to impose your views on the beneficiary. Do not play the role of counsellor or nurse. Please refer the elderly to our staff should they approach you with personal problems unrelated to Community Befriending Programme.
- 3. Health & Safety:** Observe the beneficiaries' health conditions during activity and inform Filos staff when you notice that they may not be in optimal condition. Advise elderly to seek professional help when necessary.
- 4. Self-care:** Do let us know if you have any health concerns so that we can support you better as our volunteer. Please voice out any concerns to our staff should you be put

in an uncomfortable situation during activity or experience any situations where your safety may be challenged.

### **Commitment Level**

- Able to conduct 4 phone calls per month (Minimum commitment of 6 months)

### **Dress Code:**

- Casual (e.g. T-shirt and Bermudas), No shorts or revealing clothes

### **Tag Team Volunteering**

- Volunteers will be able to pair up. Each volunteer can take turns to make calls to the seniors for 3 months so as to be able to fulfil the 6 months' commitment

### **Contact Person**

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