

Role Description: Tele-Befriender (More Than Friends)

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.

More Than Friends Programme

The More Than Friends programme allows volunteer to befriend vulnerable elderly with chronic diseases, empowering them to self-manage their physical/mental conditions more effectively in the community. When needed, volunteers will visit seniors who are unable to leave their homes or socially isolated to chat with them and engage in wellness activities such as memory card games, craft etc. Volunteers also help to ensure the seniors do not miss their medical appointments and, in some cases, some of them serve as clinic escorts.

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
- At least 40 years old or referred, on a case-by-case basis to Filos

Your Role

- To work alongside staff to support and befriend vulnerable elderly with chronic diseases, through assessment, befriending and activities to prevent social isolation and promote active ageing.

Key Responsibilities

1. Making at least 1 phone call a month
2. Provide relevant updates to staff on elderly's progress
3. Conduct home-based exercises (when applicable)
4. Perform relevant assessments (when applicable)
5. Plan relevant activities for visits with elderly (when applicable)

Role Requirements

- At least 25 years old

- Ability to converse in basic Mandarin, Malay or dialects would be an advantage
- Befriending skills and experience would be an advantage
- Passionate about working with elderly to promote active aging
- Positive, patient and willing to lend a listening ear
- Open to receive training and feedback
- Able to write reports on the progress of the elderly

Support

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

Benefits

- Able to play a part in supporting elderly in the community
- Able to learn befriending skills and learn to conduct assessment
- Sense of satisfaction for being able to prevent social isolation and help elderly age actively

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 More than Friend 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 commit once a month (Minimum commitment of 6 months)

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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Version: 7 July 2020