

SEFF Calling Service



SEFF Calling is a free telephone support service where the recipient will receive a phone call once a week from one of our trained

volunteers. Volunteers are based across Northern Ireland and Great Britain.

The individual supported will be contacted at a time that suits their needs. Our volunteers can also assist with referrals into other SEFF services, such as Luncheon Clubs, Welfare etc.

This Service is particularly targeted at those who are isolated or vulnerable and who have limited family support networks around them.

Volunteer with Us

We are always grateful for those who give the gift of time and would welcome anyone who would like to volunteer with the Calling Service for up to three hours per week.

Benefits to volunteering with the Calling Service:

- An opportunity to chat with SEFF members who would be otherwise isolated, reducing your own isolation
- Option to volunteer remotely and flexibility to suit you
- All training and equipment is provided, including mobile phones, etc
- Out of pocket expenses will be covered by SEFF
- Knowledge that you are reaching out to the most vulnerable and lonely in SEFF's community

Feedback

What have our service users said?

- "The service was invaluable during my husband's treatment"
- "Befriender took the anxiety out of hospital visits"
- "My life has changed completely since I found out about the service... it has made life worthwhile again"

And what about our Befrienders?

- "Being able to give a helping hand to others gives me a sense of satisfaction - it's about being a good citizen"
- "I have found the Befriending Service as being a safe means for people to come forward to have issues important to them addressed and ultimately resolved"
- "The back-up support and retraining offered via SEFF means that befrienders are always on top of changing legislation"



SEFF - Supporting, Empowering, Fair and Focused

Formed in Fermanagh on 15th August 1998 (the day of the Omagh Bomb), SEFF is a charity working with and on behalf of innocent victims and survivors of terrorism and other Troubles-related violence irrespective of their denomination or ethnicity across Northern Ireland, Great Britain, and the Republic of Ireland.

Contact Details:

1 Manderwood Park,
1 Nutfield Road,
Lisnaskea.
County Fermanagh.
BT92 0FP
Tel: 028 677 23884
Email: info@seff.org.uk
Website: www.seff.org.uk

Social Media:



SEFF Victims and Survivors



SEFF Lisnaskea (Community)



@SEFFLisnaskea



SEFF - Originally founded as South East Fermanagh Foundation on 15th August 1998.



SEFF's Befriending and Calling Services



- Could you benefit from friendship and support?
- Have you become isolated because of ill-health, disability, bereavement, or other life events?

Then our befriending and calling services may be for you

Contact the SEFF office on:
028 677 23884 (option1) for further information.

SEFF is a Company Ltd by Guarantee (NI606566) and is also registered as a Charity (NIC100538)

BEFRIENDING SERVICE

It is the need of every single one of us to feel wanted, to feel we belong, and to feel that we matter to someone else in this world.

However, sometimes life events can leave us feeling isolated or that we may find it difficult to socialise events in the way that we once used to.

Our befriending service seeks to promote independence, reduce loneliness and social isolation, and seeks to support service users and families through bouts of ill-health, as well as boosting individual's confidence levels.

Having a friend that we can connect with can be a great boost to our self-confidence, which in turn helps us face the world knowing that we are an important and valuable member of the society we live in.



AREA OF OPERATION

SEFF's Befriending service currently operates across Fermanagh and the Clogher Valley, East Region and the North West Region. Subject to us securing new befriender volunteers services will also be offered across South Down, West Tyrone as well as other gap areas of Northern Ireland. We also aim to provide a service in Republic of Ireland and parts of Great Britain.



VOLUNTEER BEFRIENDERS

Our befrienders are volunteers who are trained to help those who are vulnerable and/or isolated through assisting them to reclaim their life and/or improve

They will:

- Act in total confidence
- Visit befriendees in their own home
- Accompany those supported on an outing, activity, shopping trip, or just for a cuppa, including SEFF-organised social events
- Accompany befriendees to a hospital appointment or to visit someone in hospital. This service is only available to those who are within an ongoing Befriending relationship - it is not a standalone service.
- Meet up with or phone service users for a chat when it's most needed
- Signpost befriendees to other SEFF services
- Transport service users to a SEFF related service or activity if you have transport issues (i.e. counselling, complementary therapies, etc.)

We would like to hear from anyone willing to give some time in support of others, a few hours per week really could make such a difference.

COFFEE MORNINGS



At SEFF we hold monthly coffee mornings in rotation across our offices. These are a great way to meet other people. We often host guest speakers or run the events in conjunction with other organisations or initiatives, such as the MacMillan Coffee Morning, Action Cancer's Big Bus visit, mental health services etc.

Paid SEFF members will receive information about upcoming coffee mornings within our monthly newsletter.

LUNCHEON CLUB

SEFF holds luncheon clubs in a range of locations across Northern Ireland, Great Britain and the Republic of Ireland which aim to bring together those in receipt of either Befriending or SEFF's Calling services, or indeed other SEFF members who are isolated and/or vulnerable.

The purpose of the Luncheon Club is to reach those members who would otherwise have limited opportunities to come together socially. A befriender can accompany a beneficiary to the Luncheon Club, as appropriate. SEFF members will be contacted directly with an invitation to a local event, or further details may be published within our SEFF newsletter. Or, if you feel you meet the above criteria then do contact the SEFF office and we will pass your details to the appropriate coordinating person.

