

**JOB DESCRIPTION & PERSON SPECIFICATION**

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| **Job Title:** | Telephone Befriending Volunteer |
| **Reporting to (Job Title):** | Volunteer & Services Coordinator |
| **Salary** | Voluntary/unpaid (Expenses paid) |
| **Hours** | Monday- Friday (Flexible) |
| **Contract Type** | Age UK Barrow & District Volunteer |
| **Brief overview of the**  **Position:** | We are looking for dedicated volunteers who can give their time to support older people who are at risk of social isolation. As a Telephone Befriender you will be part of a small group of dedicated volunteers who make calls to older people to help alleviate any isolation and loneliness they may be experiencing. This is a flexible role that gives you the opportunity to help people in a way that you are passionate about, talking to an older person by telephone, to engage them in conversation and to listen with interest. |
| **Skills and Experience:** | * An ability to communicate clearly and sensitively with vulnerable adults and make conversation * Able to share stories and experiences to lift a person’s spirits * Ability to remain calm and take a problem-solving approach to address challenges * Have an interest in and show empathy with older people * Good listening skills * Be willing to find out about local services and how to support individuals to use them * Can provide non-judgemental support and encouragement to people in difficult situations * Able to respect confidentiality even in difficult situations. * Honest, reliable, and committed |
| **Accountabilities :** | * Reporting to Volunteer Befriending Coordinator * Provide Telephone befriending calls clients who require the service * Follow instructions given by Age UK staff * Signposting enquirers to the appropriate service. * Following Age UK Policies and procedures |
| **Flexibility Clauses:** | * The nature of this post will require flexibility to meet urgent needs as they arise, this may entail occasional weekend or evening work. |

**Age UK Barrow and District – Core Workplace Values**

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| **Our core workplace values** | **How do we demonstrate these values in the workplace?** |
| **Empowerment** | * *We value leaders and managers who can confidently and appropriately delegate to their teams and by doing so encourage fairness, responsibility and trust within their teams.* * *We value honest and transparent leadership where team members can communicate openly and constructively for the benefit of our organisation.* * *We value individuals who welcome the opportunity to be empowered by engaging in training, sharing their skills and in doing so taking responsibility for their contribution, performance and their own development.* * *We value individuals who work for the benefit of the team, showing support, offering help, acting co-operatively and encouraging others to work together.* |
| **Commitment** | * *We value those who show commitment by being positive about and supportive of the organisation, its vision, mission and ambitions; those who embrace change, are flexible and consistently deliver over and above expectations.* * *We value team members who consistently adhere to the organisations processes and systems and support others to do so.* * *We recognise the importance of maintaining a work/life balance and value those who recognise that commitment and a work/life balance are mutually compatible. Equally we value our colleagues who support others to maintain this balance.* |
| **Innovation** | * *We value and reward those progressive team members who strive to improve the quality and efficiency of our work through being solution focused.* * *We embrace new ideas, valuing and recognising individuals who contribute to generating and developing them for the benefit of the Charity and our customers.* |
| **Responsibility** | * *We value those who take responsibility and are accountable for their actions individually and within teams.* * *In turn we value leaders and managers who consistently encourage a culture of openness to enable their teams to take responsibility.* * *We value those who learn from their mistakes and share their learning with others; those who recognise their own responsibility for delivering our shared ambitions and their individual targets within these will thrive at Age UK Barrow and District.* |

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| **Age UK Barrow and District - Person Specification** | **Essential** | **Desirable** | **Assessed by** | | | |
|  | Application Form | Assessment Centre | Presentation | Interview |
| **Volunteer ( Telephone Befriending)** | | | | | | |
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| A desire to working with older people in community settings | ✓ |  | ✓ |  |  | ✓ |
| Experience of partnership working with volunteers and community groups and third sector organisations |  | ✓ | ✓ |  |  | ✓ |
| Signposting and referring to internal services and external partner organisations |  | ✓ | ✓ |  |  | ✓ |
| Experience of managing own workload |  | ✓ | ✓ |  |  | ✓ |
| Experience working with protected characteristics groups |  | ✓ | ✓ |  |  | ✓ |
| **Knowledge** | | | | | | |
| Understanding the principles of the link between social isolation and wellbeing for older people and the needs of older people (50+) | ✓ |  | ✓ |  |  | ✓ |
| Understanding how Telephone Befriending can support social isolation and wellbeing. | ✓ |  | ✓ |  |  | ✓ |
| **Skills** | | | | | | |
| Good communication skills and the ability to work with a wider range of people | ✓ |  | ✓ |  |  | ✓ |
| Have an interest in and show empathy with older people | ✓ |  | ✓ |  |  | ✓ |
| Good listening skills. | ✓ |  | ✓ |  |  | ✓ |
| Show a good understanding of confidentiality and why it is important | ✓ |  | ✓ |  |  | ✓ |
| Work to high standards and act as an effective ambassador for Age UK Barrow and District. | ✓ |  | ✓ |  |  | ✓ |