

**Helpline Call Handler Volunteer Role Description**

**Introduction**

The Helpline is run by Age UK Bristol and acts as the first point of contact for the Support Hub for older people, which has been developed by the organisations listed below to help older people since the Covid-19 outbreak. Anyone calling will be given information, advice and support across our respective services. Currently the Support Hub includes the following:

Active Ageing

Age UK Bristol

Alive!

Alzheimers Society

Bristol & Avon Chinese Women’s Group

Bristol After Stroke

Bristol Ageing Better

Bristol Older People’s Forum

CRUSE

Independent Age

LinkAge

RSVP West

St Monica Trust

The Marmalade Trust

The Reader

WE Care Home Improvement

The Helpline is staffed with Age UK Bristol volunteers who respond to queries, signpost and refer to Support Hub partners.

**This is a home based role and each volunteer will need:**

* Reliable internet connection which can allow video conferencing applications such as Zoom
* A smartphone
* A computer or tablet

Now that our central office has opened up again, working in the office is also an option. We maintain Covid safety measures within the office.

**The qualities and skills required for this role are:**

* Excellent communication and listening skills
* Confidence using new applications and software
* Ability to assimilate new information and convey it in a calm and friendly manner
* To have an understanding of the needs of older people
* To have an understanding of the barriers older people may face
* Punctuality and reliability

**Training**

We offer induction, training and other relevant training opportunities to enable you to fulfil this volunteer role.

**Hours**

We are currently asking for a minimum of 1 shift of 3 hours each per week. The shifts run 10:00-13:00 and 13:00-16:00 Monday to Friday.

**Location**

At the moment this role is based in the home of the volunteer with training and support provided remotely, although it is now possible to volunteer from our office in Central Bristol (to be arranged with project manager).

**Expenses**

We do not anticipate there being any expenses relating to this role but if reasonable expenses arise (such as travel to central office) we will seek to reimburse these.

**Further Information**

For further information please contact:

Jay Wilkinson| Volunteer Coordinator

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