

Volunteer role description

Volunteer role: Visiting Scheme Liaison Volunteer
Key contact: Visiting Scheme Team Leader
Placement: Peterborough, Cambridge or Chatteris office
Time commitment:
DBS check level: Basic level check plus 2 satisfactory references

Training required: Age UK induction training is mandatory and you will not start your role with us prior to completing that. There maybe service specific training required. Thereafter volunteers are expected to attend at least 2 team or volunteer gatherings to share experiences and, receive training and support from the organised event.

INTRODUCTION

Age UK Cambridgeshire is an independent charitable organisation which exists to improve the life of older people in the county. The charity meets this objective by;

- Providing services
- Campaigning for a better deal for older people
- Working in partnership with other organisations
- Identifying, and finding new ways to meet new and changing needs

ROLE PURPOSE

To support the Visiting Scheme Organiser by assisting with various admin duties which may include telephoning clients and volunteers and data inputting onto our database. Be a point of contact for other visitors and help to develop a social network for volunteer visitors.

Skills/Abilities and experience beneficial to the role

A real desire to make a difference to people's lives but you may also have:

- Good organisational skills.
- Good telephone manner.
- Some experience of a customer service type role.
- Have patience and empathy in dealing with others.
- A desire to make a difference.

Tasks/responsibilities

- Making phone calls to clients and volunteers using the service.
- Dealing with administration duties to support the Organiser
- To accept the supervision, support and direction offered by Age UK CAP.
- Help to promote the Visiting Scheme in the best possible way.