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**TELEPHONE CHECK-IN VOLUNTEER**

VOLUNTEER ROLE DESCRIPTION

**PURPOSE**

Age UK East Sussex supports over 15,000 older people. Making sure they can access the help they need is vital to our goal in making East Sussex a great place to grow old.

The pandemic has affected all our lives and especially older people who have been isolating and lost all their regular community connections. As lockdown eases, we want to quickly help people get back to normality and our Telephone Check-In Volunteers are vital to achieve this.

As part of our Community Response Team you will call clients for a quick check-in to see if they are ok and where they may need some help. You will be identifying any client needs and feeding this back to the Community Response Team Coordinator through an online form. We will support you with training and advice

**ROLE OF THE VOLUNTEER**

* To call clients assigned through the Community Response Team Coordinator
* Follow an online form to check-in with clients and ask a series of questions to understand any needs they may have.
* Enter details into the online form so that the coordinator can decide on the support to provide each client
* Liaise with the Age UK East Sussex Community Response Team Coordinator

**SKILLS AND ATTRIBUTES NEEDED**

* Good telephone and communication skills
* Able to access the internet and enter details into an online form
* A people person
* Email and digital skills
* Good communication and interpersonal skills
* Trustworthy and reliable
* Wants to help the local community

**SCOPE**

* This role can be done from home.
* The volunteer can decide how much time they would like to do each week.
* The post holder would require their own pc or laptop, access to the internet and a phone. Telephone expenses incurred as part of the role will be reimbursed.

**AS A VOLUNTEER WE WOULD ASK YOU TO**

* Support the Mission and Vision of Age UK East Sussex by helping us to ensure that our county is a great place for older people.
* Attend all training and information days, group meetings and supervision as required.
* Adhere to Age UK East Sussex confidentiality and equal opportunities policies maintaining discretion and confidentiality at all times
* Complete a basic DBS check – we will pay for the cost of this

**AS A VOLUNTEER WE WILL OFFER YOU**

* An induction and ongoing training with support sessions if required
* Reimbursement of out of pocket travelling expenses
* Full recognition of the time, energy and skills volunteers freely give - for example long service and merit awards
* The opportunity to be part of a friendly team
* The opportunity to meet other volunteers and attend occasional social events
* The opportunity to be involved in the planning and development of Age UK East Sussex services
* Appropriate insurance cover - to protect you whilst you are acting on behalf of Age UK East Sussex
* The opportunity to enhance your skills.

**We place great value on our volunteers - who bring so much to the organisation. Their time, energy and commitment are recognised and greatly appreciated.**