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| **Volunteer Role: Bank Careline Telephone Support**  Do you enjoy chatting on the phone? Do you want to help older people facing loneliness and isolation?  As a Careline telephone support volunteer you will be offering a friendly voice and listening ear to older people in Exeter. We need people who are happy to volunteer on an adhoc basis when the regular volunteer is unable to do their allotted day. | |
| **Service:** | Careline |
| **Purpose of service:** | People who receive this service really appreciate the relationships that are formed with the volunteers who make the calls. It can be a real lifeline to people who are isolated and lonely. It can also pick up potential problems before they become crises; an element of this service that is undoubtedly a huge bonus. |
| **Location:** | Age UK Exeter Centre, Cowick Street, St Thomas, EX4 1HS |
| **Role supervisor:** | Kelly Clark, Receptionist  Kathy Beasley, Office Manager |
| **Day & time:** | Ad hoc - Bank volunteers cover when the regular volunteer is unable to do their `shift’. Careline runs 2-4pm Monday - Friday |
| **Main tasks:** | * Telephone identified older people in their homes * Have a friendly and supportive chat for approximately 5 minutes * Update client files * Report any issues/problems to the co-ordinator/reception and record in the communication book |
| **What we need from you:** | * To have good speaking and listening skills * To be friendly with a sense of humour * Commitment, patience and respect for all * Have clear spoken English and a comprehensive understanding of the English language * Willingness to complete role relevant training |
| **What we offer you:** | * A very warm welcome * Good induction with role relevant training * Reimbursement of travel costs * The opportunity to meet new people, make new friends and become part of a thriving local charity * Volunteer Newsletter |
| **How to apply:** | * Informal interview with Volunteer Co-ordinator * Complete a volunteering application form * Provide 2 satisfactory references |
| **Compulsory Training:** | To be completed within 3 months of starting your role:   * *Introduction to Age UK Exeter* Workshop |
| **For more information:** | Cassie Leicester, Volunteer Coordinator  Tel: 01392 202092  Email: [c.leicester@ageukexeter.org.uk](mailto:c.leicester@ageukexeter.org.uk)  Website: [www.ageukexeter.org.uk](http://www.ageukexeter.org.uk) |