|  |  |
| --- | --- |
| **Volunteer Role: 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. | |
| **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:** | Tuesdays 2-4pm |
| **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:** | You must complete the following 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) |