

Volunteer Role Description

Role & Service	Telephone Reviews, Enabling & Home Support Service
Purpose of Service	The service provides 1:1 support to older people living in their own homes. It provides friendly, reliable support with various tasks incl. cleaning, enabling & gardening.
Place of work	The Sycamores, Mount Pleasant Road, Exeter, EX4 7AE
Role Supervisor	Karen Brooks, Enabling Manager
Day & time	Approx 2 hours per week. Day to be agreed between both parties.
What we need from you:	<ul style="list-style-type: none"> • Excellent communication skills • Basic keyboard skills • Attention to detail • Have a warm and friendly personality • Committed and reliable • Willingness to complete role relevant training • You must be 18+ to undertake this role
What we offer you:	<ul style="list-style-type: none"> • A very warm welcome • Good induction with role relevant training • Reimbursement of travel costs • Free on-site parking
How to apply/ more information:	You will need to complete a volunteer application form. This can be done via our website www.ageukexeter.org.uk or by ringing Exeter 01392 202092 to request a form. Please ask to speak to the Volunteers Officer if you have any questions about the role.
What will happen next:	You will be invited to attend an informal interview. We will then request 2 references, and a DBS application will be made.

Main Tasks of Volunteer Role

We are looking for someone with excellent communication skills who likes chatting to people on the telephone. The main task will be to ring clients, or their carer, to review their experience of the service over the last year and to check that the basic details we hold are correct, flagging any concerns to the team.

Disclosure and Barring Service (DBS)

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This post is covered by the Rehabilitation of Offenders Act 1974. We only ask applicants to disclose convictions which are not yet spent under the Rehabilitation of Offenders Act 1974. If you are not sure whether your convictions are spent, please refer to Nacro guidance. If successful in being invited to interview, you will be asked to fill in our Criminal Record Declaration Form, which will be confidentially returned to our HR and Finance Manager. We guarantee that the information you provide will be used fairly and will only be seen by those who need to see it as part of the recruitment process.

A person's criminal record will not, in itself, debar that person from being appointed to this post. Suitable applicants will not be refused posts because of offences which are not relevant to, and do not place them at or make them a risk in, the role for which they are applying. All cases will be examined on an individual basis. However, failure to reveal this information could lead to the withdrawal of an offer of employment or disciplinary action.

If you are the chosen candidate for this volunteer role, it will be subject to a satisfactory Basic DBS check

Health and Safety

All volunteers have responsibility for their own health and safety and for that of others who may be affected by their acts or omissions. Volunteers are required to adhere to all health and safety regulations, guidance and procedures at all times.

Confidentiality

All volunteers are expected to respect confidentiality in relation to Age UK Exeter business, client and service user data.