

This volunteer role involves providing regular/weekly telephone support on a one to one basis to people over 50 at their time of need. The role would suit someone who is aware of reflective listening skills.

**Supported by:** Coordinators and Team Leader

**Hours:** Variable by agreement but would be daytime during the week

**Location:** Cheshunt office in Old Bishop's College, Churchgate, Cheshunt EN8 9XH but some travel may be involved, as appropriate.

**Main Tasks:** These would include:

- Good communication skills both spoken and written; of a caring, supporting and enabling service;
- Always to be professional, caring and courteous when dealing with Service User;
- Understanding and commitment to the needs of older people;
- Maintain confidentiality;
- Make referral to outside agencies or to other Age UK Hertfordshire services;
- Where there are any concerns involving a client's well being to draw them to the attention of the coordinators;
- Attend any necessary training and induction as required for the role;
- Competence in the use of a computer, Word and e-mail;
- Attend team meetings;
- All volunteers should read and comply with the policies and procedures of Age UK Hertfordshire.

**Volunteer Specification** The volunteer specification sets out the experience, skills and abilities required for the volunteer role.

#### Essential Criteria

- Understand issues faced by older people and have the ability to empathize with older people
- Be available for 2-3 hours per week in office based role (Cheshunt) on a regular basis and skilled in support work.
- Skilled in reflective listening and the ability to communicate effectively with older people on the telephone
- Have a mature approach to dealing with difficult situations in a confidential manner being non-judgemental and to support, listen and empower.

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- Be prepared to discuss concerns or identified needs with Coordinators
- Be prepared to attend formal volunteer induction day
- Ability to work on own initiative
- Reliable and over 18 years of age
- Ability to travel independently to Cheshunt Office
- Ability to follow policies and procedures

#### Desirable Criteria

- Experience in counselling skills as well as working or undertaking voluntary work with older people
- Willingness to attend training relevant to the role

#### **Benefits:**

- References given – after successful placement.
- Opportunity to use and further develop interpersonal skills.
- Opportunity to give back to the local community.
- Opportunity to meet new people and form friendships.
- Free training as relevant
- Reasonable expenses paid

**Training:** Age UK Hertfordshire offers training relevant to the tasks undertaken. Volunteers are urged to take advantage of this – some training may be considered essential. Informal information events are held on a regular basis.

#### **Additional Information:**

Confidentiality: Attention is drawn to the confidential aspects of this role and personal responsibility and liability under the Data Protection Act 1998. Matters of a confidential nature, including information relating to clients or staff, must not under any circumstances be divulged to any unauthorised person.

Health & Safety: The post holder is required to take reasonable care of their own health and safety and that of other people who may be affected by their acts or omissions at work and to ensure that statutory regulations, policies and codes of practice and departmental safety rules are adhered to.

Equality and Diversity Policy Statement: We believe that equality for all is a basic human right and actively oppose all forms of unlawful and unfair discrimination. We celebrate the diversity of society and are striving to promote and reflect that diversity within this organisation.

DBS [DISCLOSURE BARRING SERVICE]: ENHANCED

APPOINTMENT OF THIS POSITION IS SUBJECT TO SATISFACTORY REFERENCES.