

The Telephone Club is aimed at older people living in the community, who feel isolated. Volunteers to phone service users on a regular basis, to offer general conversation and to develop friendship over the phone. If other needs are identified as a result of the call the volunteer would report these to the Visiting Scheme Coordinator, who will contact the older person and make any appropriate referrals.

Supported by: Visiting Scheme Coordinator

Hours: This may be flexible and can be between one to four hours per week, as agreed with the Visiting Scheme Coordinator

Location: Based at local office (Cheshunt, Watford or Welwyn Garden City). Alternatively can be volunteer's own home.

Main Tasks: As agreed with the Visiting Scheme Coordinator, the Telephone Club Volunteer will:

- Telephone a selection of older people on a regular weekly basis, at an agreed time and on a day suitable to the Visiting Scheme Coordinator, the Volunteer and the older people
- Chat and listen to each client listed, providing conversation and company, to help alleviate the feeling of isolation
- Report any worries or concerns to the Visiting Scheme Coordinator, who will follow up the call and contact other agencies such as Health and Community Services (Social Services), as appropriate
- 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

- Good listening, interpersonal skills and the ability to effectively communicate with older people
- Ability to liaise with a wide range of people with a commitment to equal opportunities
- Ability to commit on a regular basis
- Ability to empathize with older people
- Ability to act in a confidential manner and to keep accurate records
- Ability to identify any needs, concerns or issues and report back to Coordinator
- A practical, caring disposition with sensitivity towards, and understanding of the needs of older people and the contribution they make to our society

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- Ability to use common sense, remaining non judgemental and refrain from giving advice
- Over 18 years of age
- Ability to follow policies and procedures

Desirable Criteria

- Experience of working or undertaking voluntary work with older people
- Experience with use of telephone
- Ability to volunteer at a local Age UK office or from home telephone
- Knowledge of issues faced by older people
- Willingness to attend training relevant to the role

Benefits:

- References given – after trial period.
- Excellent work experience
- Opportunity to use and further develop telephone and listening skills.
- Opportunity to give back to the local community.
- Opportunity to work in an office environment, 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.