

Age UK Hertfordshire
(Registered Charity No. 1116662)
Job Description

Job Title/ position	Telephone Emotional Listening Support Worker
Department	InTouch
Location	Hybrid – Home/Office Based
Hours	21 hours per week, Tuesdays – Thursdays
Salary	£14,122.80 per annum (£23,538.00 FTE)
Reports to	Head of Community Services
Responsible for	InTouch Volunteers

Scope:

- Age UK Hertfordshire is an independent charitable organisation, which observes the values, principles, standards and good practice of the Age UK Federation; and consequently has been granted a licence to use the well-known name, Age UK Hertfordshire (AUKH), which is respected throughout the county.
- Our mission is quite simply to ***“improve the lives of older people in Hertfordshire”***, and work to ensure that older people in Hertfordshire are valued, able to live well and retain their independence throughout later life.
- We provide detailed information about our organisation and the range of services we provide on our website www.ageuk.org.uk/hertfordshire

Main purpose of the post:

This role forms part of the InTouch team, who provide telephone based support to older people across Hertfordshire, who are facing extremely difficult emotional challenges and issues in their lives, by providing short to mid-level intervention tailored to each individual situation.

The nature of circumstances faced by older people include isolation, loneliness, loss through bereavement of loved ones and friends, all of which can increase suicidal thoughts and feelings relating to poor mental health. This can make the role difficult and challenging.

However, providing emotional listening telephone support can feel very rewarding as it offers a sense of not feeling "alone". It ultimately gives an understanding and empowerment to improve well-being and live a more fulfilling life.

Responsibilities/ Duties / tasks:

- Respond to telephone enquirers by allowing callers to clarify their support needs, meeting their needs and acting on information given
- Ensure that all support given to enquirers is appropriate, tailored to the individual situation, timely responsive and effective
- Respond calmly and appropriately to calls that may require more urgent support, escalating to the Head of Community Services, or other crisis support, as necessary
- Respect the confidentiality of clients and their rights to make their own decisions
- Develop and maintain collaborative working relationships with mental health, social care and health professionals to develop an integrated support process for older people and a comprehensive referral network for the service.
- Recruit, supervise and ensure effective development of the InTouch telephone volunteers.
- Maintain the computer systems in line with the requirements of the service
- Prepare relevant reports and case studies in accordance with agreed timescales
- Maintain a comprehensive monitoring service by collecting statistical information from callers and enquirers to allow for development and evaluation of the service to meet requirements of all stakeholders
- Support the Head of Community Services with the development and ongoing delivery of service
- Deliver talks and presentations to external agencies as agreed with the Head of Community Services to raise awareness and encourage referrals to this service
- Work with the Volunteer coordinator to produce effective material to promote the service and recruit volunteers

- Work within Age UK Hertfordshire's policies and procedures, and current legislation for volunteer based projects – including confidentiality; working within professional boundaries; data protection etc.
- To comply with Data Protection regulations ensuring that all information about service users remains strictly confidential
- Be available to attend meetings and regular mandatory training as and when required.
- Carry out any other duties as required by the Head of Community Services.
- Work occasional evenings or weekends for which time off in lieu will be given

'In addition to the duties and responsibilities list, the job holder is required to perform other duties assigned by the line manager from time to time which are commensurate with capability and status'.

Additional Information

Confidentiality: Attention is drawn to the confidential aspects of this job and personal responsibility and liability under the Data Protection Act 2018. 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 & 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: Enhanced DBS Required

APPOINTMENT OF THIS POSITION IS SUBJECT TO REFERENCES SATISFACTORY TO AGE UK HERTFORDSHIRE.