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| **Role Title** | Befriending Admin Volunteer |
| **Department** | Befriending |
| **Locations** | From your own home and the Age UK HEY Office, Hull, HU9 5HH |
| **Reporting to** | Befriending and Volunteer Manager |

**Volunteer Role Description**

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| **Reasons to volunteer with Age UK Hull and East Yorkshire:**   * Opportunities to connect with like-minded people and make new friends within the Hull and East Yorkshire community. * The rewarding feeling of making a difference to the lives of older people in your local area. * Ongoing support and guidance from a dedicated line manager and a friendly, supportive team. * Volunteering can boost your mental health and wellbeing, keeping you active and engaged. * Stay informed with regular updates on the impact of your work and the latest news from Age UK Hull and East Yorkshire. * Discover a renewed sense of purpose and experience the feel-good factor of giving back to your community. |
| **Role Summary:**  As a Befriending Admin Volunteer, you’ll play a vital role in ensuring older people continue to receive the support they need. You will make ad-hoc calls to clients when their regular volunteers are unavailable and check in with clients on the waiting list for befriending services. You will also provide general administrative support to the Befriending Manager.  This flexible, weekday daytime role helps to keep our befriending service running smoothly and provides valuable communication and care to older people in the community |
| **Main Duties:**   * Make ad-hoc calls to clients whose regular volunteers are unavailable due to illness or other reasons. * Contact clients on the waiting list for befriending services a minimum of once a month to provide updates and check in on their wellbeing. * Provide administrative support to the Befriending Manager as needed. * Maintain confidentiality and adhere to Age UK HEY’s policies and procedures. * Be flexible and responsive to the needs of the befriending service. |
| **Training & supervision:**  Full training and support will be provided in addition to an induction and Health and Safety training. You will also work closely with the Befriending and Volunteer Manager, who you can report to when needed. |
| **Personal Qualities and Experience:**   * Friendly, approachable, and caring demeanour. * Strong communication skills, with the ability to make empathetic and supportive calls. * Reliable, trustworthy, and flexible. * Good organisational skills and attention to detail. * A good sense of humour and a positive outlook. * Understanding of the challenges faced by older people. |

**For further information about this role or to apply:**

**Email**: [volunteer@ageukhull.org.uk](mailto:volunteer@ageukhull.org.uk)

**Call**: 01482 324644

**Address**: Age UK Hull, Preston Road, Hull, HU9 5HH