

Mission Statement

Age UK Plymouth exists to care for and work with older people and their carers in and around the City of Plymouth to improve their quality of life through the promotion of choice, opportunity and independence.

Purpose:

- To help Age UK Plymouth maintain a social support service to older people living with loneliness and/or isolation

Main Duties:

- Making regular telephone contact with older people at home who are isolated and/or vulnerable
- To support clients to access other services
- Maintaining accurate records of calls and outcomes
- Logging all calls on Charity Log and your volunteer hours, our CRM system (Training provided)
- Raising awareness of the services which Age UK Plymouth can provide to improve quality of life
- Adhering to the relevant policies and procedures such as confidentiality, health & safety and equal opportunities.

Person Specification:

- Good communication skills
- IT Literate
- Understanding the need for confidentiality
- Enjoy talking to older people and a cheerful telephone manner
- Sense of humour
- Non Judgmental attitude and empathy for others
- Reliability

Hours of work:

Mornings and afternoons Monday - Friday

Responsible to:

Befriending Coordinator

**Age UK Plymouth is registered as Plymouth Age Concern a registered charity No 281820 and company limited by guarantee. Registered in England and Wales No 1499927.
Registered Office: William and Patricia Venton Centre, Astor Drive, Mount Gould, Plymouth, Devon, England. PL4 9RD**

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