

Volunteer Role Outline

Phone Friend

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:

As a Phone Friend volunteer, you will be responsible for making friendly telephone calls to our clients on a weekly or fortnightly basis. Reaching out to those most vulnerable individuals across the city experiencing loneliness and/or isolation your calls enable our clients the comfort of a regular check in, companionship and the opportunity to access additional services as and when required.

Main Duties:

- Making regular telephone contact with older people at home who are isolated and/or vulnerable
- Maintaining accurate records of calls and outcomes
- 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, a great listener!
- Empathy
- A liking for the older person and a cheerful telephone manner
- Sense of humour
- Reliability
- IT Literate
- Understanding the need for confidentiality
- The ability to work from home

Hours of work:

You choose your hours: Between 9am - 4pm Monday to Friday

Responsible to:

Line Manager