

**Keeping in Touch Telephone Befriending Service**

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**Our Mission Statement**

Age UK Sunderland aims to promote the well-being of all older people throughout the City of Sunderland, improve their quality of life and help them maintain independence

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**Role Outline**

**Main Duties:**

- To make regular phone calls with isolated or lonely older members of the community
- To raise awareness and promote the services of Age UK Sunderland
- To adhere to the relevant Age UK Sunderland's policies and procedures, such as Confidentiality, Health and Safety, and Equal Opportunities.

**Your role will require you to:**

- Telephone service users who live at home for a weekly chat
- Record call on client file
- Inform project co-ordinator of any problems

**Specific Responsibilities**

- To be willing to undertake induction training and any further training as required, and to adhere to Age UK Sunderland's policies and procedures.
- To participate in gatherings for the support and benefit of volunteers

**Person Specification**

- A liking for and empathy with older people
- Good communication skills
- An understanding of the need for confidentiality
- Reliability and trustworthiness
- A sense of humour

**Hours of work:**

- Usually 2 hours per week, on a day to be agreed with the Project Co-ordinator.
- Calls may occasionally be made from home with the agreement of the Project Co-ordinator. No weekends.

**Responsible to:** Telephone Service Project Co-ordinator

**Expenses:** Expenses will be reimbursed for travelling to and from Age UK Sunderland upon production of valid receipts/mileage report – to be completed monthly; and for calls made from home when necessary.

**PLEASE NOTE:** This post is subject to an Enhanced DBS clearance. This means that this post is exempt from the provisions of the Rehabilitation of Offenders Act 1974 and any unspent convictions must be declared. This post is subject to a 6 – 8 week trial period.