



Role Outline

Job Title: Phonelink Volunteer

Department: Well Being Support

Place of Work: Home Based

Hours of Work: Half day per week

Responsible to: Wellbeing Lead

Purpose of Role:

To offer telephone based social support for people who have become isolated from their local communities.

Main Tasks and Responsibilities

- To make regular telephone calls to older people following all procedures and guidelines as directed by the Wellbeing Support Team.
- To be able to make a minimum of three calls a week
- To build a trusting relationship with each client through regular calls and show concern and understanding for their wellbeing
- To provide a listening ear to the individual, and provide support to overcome low self esteem and low confidence
- To ensure all clients are aware of upcoming activities and events that may be of interest to them
- To immediately report any concerns regarding a deterioration in health or wellbeing
- To identify when clients need the support of other Age UK Wirral departments or outside organisations and support staff with the referrals to the relevant person

- To report all calls weekly using email or text
- To work within the boundaries set
- To add any important information to the communications book before leaving to help aid communication between volunteers
- Work within Age UK Wirral's Health and Safety guidelines
- To undertake appropriate training as required
- To adhere to the policies and practices of Age UK Wirral
- Ensure that your work and attitude always reflects the aims and objectives of Age UK Wirral

Requirements

Essential	Desirable
<ul style="list-style-type: none"> • Understanding of confidentiality • Understanding of the boundaries of the role • Ability to dedicate a regular time slot to volunteer • Respect and understanding for older people • Honest and trustworthy • Good communication skills • Patience and sensitivity • Understanding of how to refer into other Age UK Wirral services or departments 	<ul style="list-style-type: none"> • Previous experience of working with/caring for older people

A training programme will be given to new volunteers before they begin. Subsequent training will be delivered at regular intervals.