

## **VOLUNTEER ROLE DESCRIPTION**

### **Telephone Support Volunteer**

#### **The Service:**

Age UK Wolverhampton's Telephone Support Service aims to prevent loneliness and isolation for older people who may not be able to get out and/or have no or limited social networks. Volunteers call service users for a 15 minute friendly chat, the service calls over 100 people each week

**Responsible to:** Coordinator of the service

**Location:** Remote working

#### **What would my role involve as a Telephone Support Volunteer?**

- Telephoning older people
- A friendly chat with the older person
- Provide a listening ear
- Easy conversation
- Keeping the older person informed about other services
- Taking brief notes of the discussion for our client database
- To report any concerns to the Coordinator
- Be an ambassador for Age UK Wolverhampton

#### **Personal qualities and skills most suited to this role:**

- A calm and measured manner
- Ability to gain trust rapidly
- A liking for and empathy with older people
- Good time keeping, reliability and trustworthiness
- Appropriate/respectful behaviour
- Able to accept support and guidance
- Ability to enthuse and motivate people
- Willingness to undertake on-going training & development
- Good verbal communication skills
- Good listening skills
- Non-judgemental approach
- Maintain confidentiality
- Note taking

**How much time is involved?**

2 hours each session to be agreed with the coordinator. You can stop volunteering at any time but it is very important that you let us know in advance.

**Expenses, Insurance and Equipment:**

We will cover agreed out-of-pocket expenses for volunteers (e.g. travel costs). You can claim travel expenses weekly or monthly by completing a travel expense form and provide receipts where appropriate. We will also insure you under our Public Liability insurance for the time you are volunteering with us. We will provide you with the appropriate equipment to enable you to work remotely. Please ensure that you only carry out tasks which have been requested of you with this volunteering role.

**A Disclosure & Barring Service (DBS) is required for this volunteering role**