**Volunteer Role Description**

Thank you for your interest in volunteering with Age Scotland! Please see below an outline of the role and what it involves. If you have any questions, please feel free to get in touch on **0333 32 32 400** or email: [volunteering@agescotland.org.uk](mailto:volunteering@agescotland.org.uk)

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| **Volunteer Role Title:** | Community Connecting Administrator |
| **Department:** | Community Connecting/Helpline (Home-based and/or Edinburgh office based if and when appropriate) |
| **Job title of volunteer supervisor:** | Community Connecting Development Worker |
| **Purpose of the role:** | To support older adults, their families, friends and carers across Scotland by connecting them to organisations that offer friendship, social activities, health and fitness groups, events and other support during and beyond the Coronavirus outbreak. |
| **Time Commitment:** | We ask that volunteers can commit to 2-3 hours per week for a minimum for 6 months. Your volunteering can be arranged for mutual convenience; anytime Monday to Friday, 9am - 5pm. |
| **Duties:** | * Researching enquiries assigned to you. * Calling enquirers back for a chat and providing them with information. * If required and when appropriate, sending out emails or requesting information to be sent by post to the enquirer. * Being kind, respectful and empathetic to enquirers. * Ensuring notes are updated for every call. * From time to time, updating the Community Connecting database and guides. |
| **Required Skills and Abilities:** | * Enjoy talking to people on the phone. * Can research effectively. * Have a good understanding and knowledge of I.T. * Have the ability to work independently. * Must be over 18 years of age. * Can commit to 2-3 hours per week for a minimum of six months. |
| **Required I.T (Home-based)** | * A laptop/computer/tablet (with inbuilt microphone). * Headphones for laptop/computer/tablet. * Access to the internet.   Our call centre can also be accessed on an android or iOS device. If you have any questions about the required I.T for the role, please feel free to get in touch. |
| **Training and Support:** | If successful, you will be invited to an online group training session. This induction will go over the work of Age Scotland, policies and procedures and your role as volunteer.  Other training (optional) includes: in-house dementia awareness and older veterans training, general call handling and researching. You will have weekly/bi-weekly ongoing support provided by your Volunteer Supervisor.  One month after commencement of volunteering for Age Scotland, a review session will be arranged to see whether the role is meeting your expectations and the needs of Age Scotland, and to consider alternative volunteering opportunities if necessary. |

Thank you for taking the time to consider this role. If you have any questions, please call **0333 32 32 400** or email: [volunteering@agescotland.org.uk](mailto:volunteering@agescotland.org.uk)

We hope to hear from you soon!