



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

| | |
|--|---|
| Volunteer Role Title: | Friendship Caller |
| Department Name: | Friendship Service |
| Job titles of volunteer supervisors: | Friendship Supervisor and Friendship Coordinator |
| Purpose of the role: | The friendship service is part of the wider Age Scotland Helpline. The aim of the role is to provide calls of companionship to people who are 50 and over, who may live alone or feel alone and would benefit from a chat. |
| Time Commitment: | We ask that volunteers can commit 2-3 hours on the same day each week on a Monday, Tuesday or Thursday morning (between 10am - 12pm) or a Wednesday or Friday afternoon (between 1.30pm - 5pm). Your volunteering will be arranged for mutual convenience. |
| Duties: | <ul style="list-style-type: none"> ▪ Calling people assigned to you for a 20-30 minute chat. ▪ Being kind, respectful and empathetic to callers. ▪ Ensuring caller notes are updated after each call. ▪ Letting us know if you or your callers need any support. ▪ Agreeing and complying with Age Scotland's policies and procedures. ▪ Where possible, giving the Supervisor advanced notice of any absence. ▪ From time to time, providing feedback and completing further training as necessary to support you and your volunteering role. |
| Required Skills and Abilities: | <ul style="list-style-type: none"> ▪ Enjoy talking to people on the phone. ▪ Can listen effectively. ▪ Empathetic and caring nature. ▪ Have a good understanding and knowledge of I.T. ▪ Have the ability to volunteer independently. ▪ Must be over 18 years of age. ▪ Can commit to 2-3 hours on the same day per week for a minimum of six months. |
| Required I.T to carry out role at home. | <ul style="list-style-type: none"> ▪ A tablet/laptop/computer ▪ Headphones ▪ Access to Outlook, Zoom and the internet. |



| | |
|-------------------------------------|--|
| | <p>Our call centre application can be accessed on windows, macOS, android or iOS system. If you have any questions about the required I.T. for the role, please feel free to get in touch.</p> |
| <p>Training and Support:</p> | <p>If successful, you will be invited to an online group training session which will cover the work of Age Scotland, policies and procedures and your role as volunteer.</p> <p>Other training includes: in-house dementia awareness and older veterans training and general call handling. You will have weekly/bi-weekly ongoing support provided by your Supervisor.</p> <p>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.</p> |

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

We hope to hear from you soon!