

The Silver Line Helpline volunteer

Role Description

What is the role?

Helpline Volunteer

Where is the role located?

This role will be home-based and includes regular virtual check-ins with members of The Silver Line staff.

Why is a volunteer needed for this role?

The Silver Line operates the only confidential, free helpline for older people across the UK that's open 24 hours a day, seven days a week, 365 days of the year. Volunteers help us provide:

- conversation and friendship
- information and advice
- the linking of callers to local groups and services
- referrals to receive regular friendship calls
- protection and support for older people who are suffering abuse and neglect.

What will I be doing?

You'll be an essential part of our Helpline Team, providing information, friendship and advice to older people who may feel lonely and isolated. The Helpline is often the first point of contact for older people who need support – so hearing a warm, friendly and professional voice ready to offer help is crucial.

You'll be part of a wider family of volunteers, who we encourage to support and connect with each other, and in turn you will be supported by The Silver Line to ensure that together, we can make a real difference to the lives of older people.

What skills, interests or experience might be helpful in this role?

- A genuine desire to support older people and an understanding of the issues that affect them.
- Warmth, understanding, sensitivity and a willingness to listen.
- Excellent communication skills and the ability to talk to all kinds of people.
- The ability to be supportive and non-judgmental, regardless of a person's age, race, sexuality, religion or disability and a willingness to learn from your own and others' experiences.
- IT literacy with the ability to use computer databases.
- Experience of providing support to people over the telephone and/or in a helpline environment.

How often would you need my help?

We're looking for volunteers who can offer two or more hours a week, between Monday-Sunday, 7am-* and ideally for at least 1 year, if possible. (*Volunteering in the evenings and over the weekends is only possible subject to additional training.)

How would I be supported in this role?

Following a general induction to the organisation, you'll receive specific training to set you up for success in the role. As well as on-shift support from by Helpline Team Leaders, you'll get group and one-to-one support from our Volunteer Manager during your first four weeks, as well as weekly debrief calls.

To find out more:

Please contact Ruby Gwynne-Evans on: Ruby.Gwynne-Evans@ageuk.org.uk