**Volunteer Role Outline**

**Friends Exchange Volunteer – Telephone Contact**

There are many older people who are lonely and living in isolation across South Lakeland. This role involves having a regular conversation with an older person. This offers companionship, community support and helps people maintain independence within their own home and community. Referral of clients will be through the Age UK South Lakeland Helpline. The beauty of this type of volunteering is that it be can be carried out from your own home.

**Tasks & Responsibilities:**

* Regular telephone conversation to an identified client to alleviate isolation and loneliness
* Provide a client centred approach
* Taking part in training for the role
* Maintaining lists of telephone calls and producing monthly summaries
* Participating in regular catch-ups and support sessions as required.
* Carrying out tasks according to our policies and standards (in particular confidentiality, equal opportunities, health and safety)
* Working as part of a team and with other Age UK South Lakeland staff and volunteers

**Skills and Experience Required**

* An interest in and empathy with older people
* A good telephone manner
* Good listening and communication skills
* Understand the need for confidentiality
* Non judgemental
* Willingness to work according to guidelines and standards, and to take a flexible approach to project requirements
* A telephone will be provided with a dedicated number for outgoing calls (connected through broadband)

**Time Commitment**

Hours are flexible but will take place during Monday to Friday between 10.00hrs and 16.00hrs by mutual agreement.

**Training Requirements**

Full training will be provided for this role and will include:

* Volunteer Induction Course
* Health and Safety Awareness
* Safeguarding vulnerable adults
* Active listening
* Introduction to Befriending

**Responsible to**

The Volunteer Support Officer with responsibility for Befriending. Support in voluntary issues will be provided by the Volunteer Support Officer

**Other Support**

* Use of a car and a full, clean driving license may be a requirement of this role. Volunteers are responsible for ensuring that their vehicle insurance policy is covered for “Business Use” and the mileage rate paid is intended to cover any extra cost.
* Travel expenses on public transport will be fully reimbursed, on production of a receipt or used ticket as well as any necessary car parking expenses incurred.
* There will be opportunities to meet with other volunteers at volunteering events and you will be kept informed about volunteering opportunities available within Age UK South Lakeland.
* Whilst volunteering for Age UK South Lakeland you will be covered by our Public Liability insurance.

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**Information Security**

*“As a Volunteer with Age UK South Lakeland you may see or hear personal information relating to people who use Age UK South Lakeland services, as well as fellow volunteers and employees. You may also see or hear confidential information about Age UK South Lakeland itself. We have policies and procedures that volunteers must follow relating to information security, confidentiality, records management and the handling of personal data which enable us to meet our data protection obligations.*

*Advice on how to respond to a request for information you believe is confidential or sensitive from people or organisations outside Age UK South Lakeland must be sought from your line manager. It is also important that you are familiar with the support network open to you within the organisation should you need to discuss any information you have been given.*

*If you do not follow the organisation’s rules regarding the control of relevant information (Information Governance) we may consider that you have not met our expectations of you as a volunteer, which may lead to your opportunity to volunteer being withdrawn.”*