



advice and support for older age

**Independent  
Age**

## **Role title: Telephone Volunteer**

### **Overall purpose of the role:**

To make a real difference to the lives of older people by building a relationship with one or more individuals to promote their wellbeing and reduce isolation and loneliness.

Older people accessing volunteer support through Independent Age have been identified as being lonely or isolated. They are matched with a Telephone Volunteer who call them to help reduce isolation and loneliness. Giving time to listen to an older person can empower them, improve their physical and mental wellbeing and build self-esteem.

### **Key Responsibilities**

- To agree with the older person, and deliver, a regular routine of calls to establish an enjoyable and supportive relationship
- To deal appropriately with confidential and sensitive material
- To complete Independent Age's reporting and expenses requirements in a timely manner
- To report any concerns to your Independent Age contact in line with Independent Age's safeguarding procedures
- Keep in regular contact with your Independent Age contact as agreed
- To complete any required core and ongoing training
- To attend at least one local or national volunteer networking event a year
- To be available for regular support and supervision sessions
- Represent the charity well to the wider public
- Agree to read and abide by Independent Age's policies and procedures including but not restricted to, safeguarding, lone working and boundaries guidance

### **Person Specification – Skills, Abilities and Attitude**

- To be aware of the needs of the older person at all times
- Have a keen interest in older people and the issues of later life
- Be reliable, consistent and dependable
- To possess excellent communication and listening skills
- A clear speaking voice is essential to being understood as some of the older people we support have a low level hearing loss
- Be patient, empathetic and non-judgemental
- An ability to recognise the boundaries of the volunteering role and what should and should not be done within that role.
- Ability to work independently but know when to seek advice or report concerns
- We are especially interested to hear from potential volunteers who speak other languages as some of the older people we support do not speak English as first language.

## **Role Duration and Commitment**

We encourage volunteers to stay for a minimum period of one year, to make full use of the training and support offered and give you time to build a relationship with the person you are supporting. Depending on the needs of the older person, Telephone Volunteers commit to call on a weekly, fortnightly or monthly basis. This is agreed in advance between your Independent Age contact and yourself.

You will be matched with an older person for an agreed period which is subject to review. You also have the opportunity to be matched with another person or to take on another volunteering role.

## **Induction and Training**

All volunteers are required to complete training in Independent Age's culture and values and role specific training which includes but is not restricted to safeguarding, lone working and boundaries training.

## **What we ask of you**

We ask all volunteers to confirm in writing that you have read and will adhere to the relevant policies and procedures as outlined in our Volunteer Handbook.

The people that Independent Age supports are older people but we welcome all volunteers over the age of 18.

## **You will need:**

- Use of a phone in a private area so that the confidentiality of the older person can be maintained
- DBS/ PVG clearance; this will be organised by Independent Age
- IT skills, access to a pc and an internet connection are desirable for online reporting

## **Benefits of volunteering with Independent Age**

- Enhancing the lives of older people
- Meeting and working with new people
- The opportunity to develop new skills and interests
- Full support and training
- Feeling part of a worthwhile charity
- The opportunity to access Volunteer Visitor and other volunteering roles.
- References

## **Expenses**

Agreed receipted 'out of pocket' expenses including phone calls made in the course of your volunteering will be paid in accordance with Independent Age.

## **To enquire about this role**

<https://www.independentage.org/get-involved/apply-to-be-a-volunteer>

or

Email [vol-recruitment@independentage.org](mailto:vol-recruitment@independentage.org) or telephone 020 7605 4255