



Telephone Group Facilitator Volunteer Role Description

Volunteer Role: Telephone Group Facilitator

Location: Home Based

Time Commitment: 1 hour a week for a minimum of 6 months

Age requirements: 18+

About Independent Age

Independent Age is a national charity founded over 150 years ago with a clear mission to ensure that as we grow older, we all have the opportunity to live well with dignity, choice and purpose.

We achieve this by providing free impartial information and advice on the issues that matter most as we grow older, and work within communities to connect people, places and services to reduce isolation and loneliness. We also act as a catalyst for positive policy change by challenging the underlying causes of discrimination and inequality.

At Independent Age we live by our values. We are;

Purpose-driven - *the experience, needs and views of older people are central to everything we do*

Compassionate - *we listen, care and take action*

Expert - *our work is evidence-based and solution-focused*

Collaborative - *we work in partnership to maximise our impact*

Accountable - *we work with integrity and transparency*

Inclusive - *we value diversity and always treat everyone fairly with dignity and respect*

About the role

In this role you will support a group of local older people as part of a telephone group for one group call a week. Your weekly calls will be at a set time each week, for one hour, and within the hours of 10am – 6pm.

Telephone Groups are free telephone-based social groups for anyone over the age of 65. The groups are especially good for older people who may struggle with feelings of loneliness or isolation, and are perhaps without the internet, housebound or unable to engage in face-to-face activities. These group calls help older people to build local connections with their peers, forging new friendships and tackling feelings of isolation and loneliness.

In this volunteer role you will facilitate a group of 5–7 older people, over a period of 6 months, to enjoy friendly conversation and share experiences. After 6 months, we will give you or your group members the training or tools to manage friendships independent of us.

This may look like:

- You choosing to run the group outside of Independent Age – you may find you become close and want to continue being friends, or you'd like to take on a new group with us instead – we'll chat this through towards the end of your 6 months!
- One of the group members running the group outside of Independent Age
- Group members swapping contact details to stay in touch on a one-to-one basis
- Group members meeting up in person

The facilitator's role is to make sure that our telephone groups run smoothly and ensure that all participants have a chance to have their say, enjoy meaningful conversation and make friends. In turn we hope this will help the older people who take part to feel better connected to their community, feel more confident about their social life and less lonely and isolated.

This role involves

- Facilitating a telephone group of 5-7 older people
- Helping the group to enjoy each other's company and to make friends
- Ensuring that the group is a welcoming place for all
- Managing the practicalities of the call, including managing technical challenges and behaviour
- Reporting any problems or concerns to Independent Age promptly

Benefits to you

- Meeting new people
- Making a difference in your community
- Developing new skills and experience
- Helping others
- Being part of something

We will do everything we can to help you get the most out of your volunteering and to make sure that your time as an Independent Age volunteer is enjoyable. Please let us know if there is something in particular that you would like to get out of your volunteering and we will do all that we can to support this.

Key Skills required:

- Good listening and communications skills
- Ability to handle personal data sensitively and confidentially
- Confident IT skills (training will be provided)

Training

- Training and development opportunities will be provided by Independent Age
- All volunteers are required to complete essential training to ensure that they are confident and supported in their role.
- We want all volunteers to feel happy and confident in their role and so if there is any additional training that would be useful to you in your role then please let us know.