

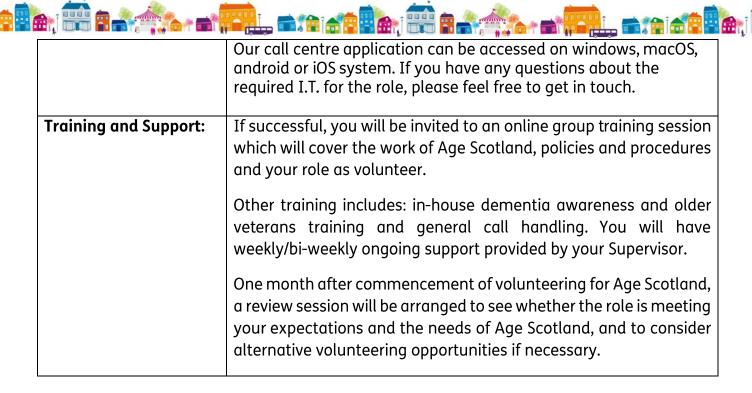


Volunteer Role Description

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 32 400** or email: volunteering@agescotland.org.uk

Volunteer Role Title:	Friendship Caller
Department Name:	Friendship Service
Job titles of volunteer	Friendship Supervisor and Friendship Coordinator
supervisors:	
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.
T' 0 ':	
Time Commitment:	We ask that volunteers can commit up to 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 2pm - 5pm). Your volunteering will be arranged for
	mutual convenience.
	mataut convenience.
Duties:	 Calling people assigned to you for a 20-30 minute chat.
	Being kind, respectful and empathetic to callers. Fragging caller notes are undated after each call.
	 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	 Enjoy talking to people on the phone.
Abilities:	 Can listen and communicate effectively.
	Empathetic and caring nature.
	Have a good understanding and knowledge of I.T. Have the ability to valuate as independently.
	 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	A tablet/laptop/computer
out role at home.	Headphones
	 Access to Outlook, Zoom and the internet.





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!