



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

Volunteer Role Title:	Community Connector
Department:	Friendship Services (Home-based with opportunities to volunteer at the Edinburgh office if appropriate).
Job title of volunteer supervisor:	Friendship Supervisor
Purpose of the role:	To reduce loneliness and social isolation in older people across Scotland by providing them with companionship and information on social opportunities.
Time Commitment:	2-3 hours per week for a minimum for 6 months. Your volunteering can be arranged for mutual convenience; anytime Monday to Friday, 9am - 5pm.
Duties:	<ul style="list-style-type: none"> ▪ Building a rapport with callers and discovering their interests. ▪ Being kind, respectful and empathetic to callers. ▪ Researching relevant opportunities using our database. ▪ Provide the caller with information over the phone (if required and where appropriate, sending out emails or requesting information to be sent by post). ▪ Ensuring call notes are updated for each call.
Required Skills and Abilities:	<ul style="list-style-type: none"> ▪ Enjoy talking to people over the phone. ▪ Good written and verbal communication. ▪ Can research effectively. ▪ Have a good understanding and knowledge of I.T. ▪ Have the ability to volunteer independently. ▪ Aged 18 years or over. ▪ Can commit to 2-3 hours per week for a minimum of six months
Required I.T (Home-based)	<ul style="list-style-type: none"> ▪ A laptop/computer/tablet. ▪ Headphones for laptop/computer/tablet. ▪ Access to the internet. <p>Our call centre can also be accessed on an android or iOS device. If you have any questions about the required I.T for the role, please feel free to get in touch.</p>

**Training and Support:**

If successful, you will be invited to an online training session which will cover the work of Age Scotland, policies and procedures and your role as volunteer.

Other training (optional) includes: in-house dementia awareness and older veterans training, general call handling and researching. You will have weekly/bi-weekly ongoing support provided by your Volunteer Supervisor.

One month after commencement of volunteering for Age Scotland, a review session will be arranged to see whether the role is meeting your expectations and the needs of Age Scotland, and to consider alternative volunteering opportunities if necessary.

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!