

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:	Helpline Administration Volunteer
Department Name:	Helpline
Job title of volunteer supervisor:	Telephony Assistant Manager
Purpose of the role:	<p>The Age Scotland Helpline provides information, friendship and advice through a confidential freephone number.</p> <p>This role involves calling users of the Age Scotland Helpline to collect feedback on the effectiveness of the service. Specifically, you would be helping collect:</p> <ul style="list-style-type: none"> - feedback on how callers used the information they received and about the service in general; including anything that could be done to improve it. - feedback on callers' benefit claims after using our service; including if they were successful in their claim, or if they require further advice from the Helpline. <p>Opportunities are available to volunteer from home and/or from our Edinburgh office.</p>
Time Commitment:	The number of callers who consent to a Quality Assurance call back varies from week to week, so we ask for a time commitment of around 2 hours per week for this role. The day and time can be arranged for mutual convenience; Monday - Friday, 10:00 – 4:30.
Duties:	<ul style="list-style-type: none"> ▪ Calling people to ask specific questions and to collect feedback. ▪ Processing survey letters received via post, and inputting data onto our system. ▪ Recording responses through a survey platform. ▪ Letting us know if you or your callers need any further support. ▪ Agreeing and complying with Age Scotland's policies and procedures. ▪ Where possible, giving the Telephony Assistant Manager advanced notice of any absence.

	<ul style="list-style-type: none"> ▪ From time to time, providing feedback and completing further training as necessary to support you and your volunteering role.
<p>Required Skills and Abilities:</p>	<ul style="list-style-type: none"> ▪ Enjoy talking to people on the phone. ▪ Have good verbal communication. ▪ Can listen effectively. ▪ Have a good understanding and knowledge of I.T. ▪ Have the ability to volunteer independently. ▪ Must be over 18 years of age. ▪ Can commit to at least 2 hours per week, for a minimum of six months.
<p>Required I.T to carry out role at home.</p>	<ul style="list-style-type: none"> ▪ A tablet/laptop/computer. ▪ Headphones. ▪ Access to Outlook and the internet. <p>If you have any questions about the required I.T. for the role, please feel free to get in touch. There may be opportunities to volunteer from our Head Office if and when appropriate.</p>
<p>Training and Support:</p>	<p>If successful, you will be invited to a training session which will cover the work of Age Scotland, policies and procedures and your role as volunteer.</p> <p>Volunteers will also be offered in-house dementia awareness and older veterans training and general call handling. You will have weekly/bi-weekly ongoing support provided by the Telephony Assistant Manager.</p> <p>After one month 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.</p>

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!