



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:	Friendship Administration Volunteer
Department Name:	Friendship
Job title of volunteer supervisor:	Friendship Manager
Purpose of the role:	Age Scotland's Friendship Services aim to reduce loneliness and isolation by supporting volunteers to make regular calls of friendship and companionship. This role involves calling call recipients to collect feedback on their experience of the service. Opportunities are available to volunteer from home and/or from our Edinburgh office.
Time Commitment:	With over 60 older people receiving regular calls, we ask for a time commitment of around 2 hours on the same day each week. The day and time can be arranged for mutual convenience; Monday - Friday, 10:00 – 4:30. We'd ask for a minimum commitment of 6 months.
Duties:	▪ Calling people to ask specific questions and to collect feedback. ▪ 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 Friendship Manager 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 Abilities:	▪ 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.
Required I.T to carry out role at home.	▪ A tablet/laptop/computer. ▪ Headphones. ▪ Access to Outlook and the internet. 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.
Training and Support:	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.

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!