|  |  |
| --- | --- |
| **Call Line Volunteer** | |
| **Job aim** | To provide a regular, friendly and caring telephone service for people in Lanarkshire who feel isolated or vulnerable. |
| **Job description** | To make daily telephone calls to clients for a friendly chat and to make sure they are OK. The calls are made by volunteers from Monday to Friday and are available in the morning and/or afternoon. |
| **Job role** | * Carry out regular morning or afternoon calls to elderly and vulnerable people who live alone. These people often feel a sense of isolation and their confidence and self-esteem may be low. * Make telephone contact with members to have a friendly chat, while checking that the person is safe and well. * Keep accurate records of calls and report any concerns, member requests and comments after each shift, to staff member in charge of Call Line service. |
| **Personal qualities, qualifications and skills** | Ability to keep information confidential.  Positive and friendly approach to people.  Reliable and understanding with good listening skills.  Ability to assess client needs and take appropriate action.  Sensitive to the needs of others.  Willing to undertake and complete relevant training.  Ability to commit a few volunteering hours on a regular basis. |
| **Desirable but not essential** | An understanding of isolation.  Previous volunteering experience.  Knowledge or experience of similar project.  Knowledge or experience of community work. |
| **Volunteer out-of-pocket expenses reimbursed.**  **Useful work experience which could generate a reference for job seekers.** | |