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| **Check-in-and-Chat** |  |
| **Volunteer Role Description** |

**What is Check In and Chat?**

Age NI, with the support of the Commissioner for Older People for Northern Ireland, is offering a ‘Check In and Chat’ telephone service for everyone who is over 60 in Northern Ireland and who may feel isolated or lonely during this time.

**What is the overall purpose of the volunteer role?**

This initiative will provide some reassurances to older people, answer basic queries and link people to local services and support during the [Coronavirus](https://www.ageni.org/coronavirus-covid-19) outbreak.

**What will you be doing?**

* You will make a weekly telephone call to a local older person and liaise with them directly to arrange your calls. This call could be between 10-30 minutes
* Engage in meaningful conversation, providing company and a friendly voice to someone who may be isolated and lonely
* Complete a contact log at the end of your call which will be returned to the Check in and Chat Coordinator
* Report back to the Check in and Chat Coordinator if any needs arise or if the older person needs to be signposted to another organisation for further support
* Provide reassurance

**What skills/qualities do you need?**

* Reliable, friendly and approachable
* Can build trusting and supportive relationships with older people over the phone
* Excellent communication and active listening skills
* Empathetic and sensitive approach
* Ability to work independently, using your own initiative but knowing when to seek support
* Organised
* Ability to adhere to GDPR procedures/maintain confidentiality

**When?**

The role is very flexible and can be tailored to suit you and your service user.

**What support will you get?**

* A thorough and virtual induction training with an e-training pack (approx. 30 mins)
* A central point of contact (Check in and Chat coordinator)
* Supervisions and ongoing support

**What will you gain?**

* Fulfilment – feel good about making a positive, life changing difference
* Learn new skills
* Gain social interaction and a chance to develop friendships
* Gain knowledge on available services and activities
* Boost your CV and increase your employability

**What our volunteers say:**

*“I’ve made firm friends, met lots of lovely people and gained self-confidence. Try volunteering; it’s a wonderful feeling to help improve later life for another person.”*

96% of our volunteers enjoy their role! ☺

**Why do we need you?**

Age NI’s mission is to improve later life for everyone – but we need your help – now more than ever.

The harsh reality for many older people affected by the coronavirus pandemic is that they may need to self-isolate to reduce the risk of developing the virus. This brings many challenges, including isolation and loneliness and unable to avail of essentials such as food or collecting medication.

**Additional Information:**

* This role is only suitable for those 18 and over
* This role is subject to an informal interview, basic (or enhanced) Access NI check and a reference check.
* Once all recruitment paperwork is complete volunteers will attend a virtual training session.

**Ready to register?**

Contact: Val Gamble at [val.gamble@ageni.org](mailto:val.gamble@ageni.org) or by telephoning 028 9089 2604.