

# Age Concern Rotherham

## Volunteer Role Description and Person Specification



**Role Title: LinkLine Caller**

### About Age Concern Rotherham

Age Concern Rotherham is a registered charity, seeking to promote and improve the well-being of all older people and their carers in Rotherham by helping to make later life dignified, rewarding and fulfilling.

### About LinkLine

LinkLine is a free and confidential telephone befriending service intended for frail and vulnerable older people living in the Rotherham area. The service provides a telephone call each morning to check that they are all right, and a 'listening ear' about any problems or difficulties they may have. The service can be provided on a permanent basis, up to seven days a week, or on a temporary basis such as when carers are away.

### Role Description

**Main Duties:** To telephone LinkLine clients each morning within agreed hours, verify that they are all right, and report any issues arising from these phone calls to the LinkLine coordinator on call.

#### Specific Responsibilities:

- To telephone clients each morning within agreed hours
- To identify any issues or problems clients are experiencing
- To report any such issues to the LinkLine coordinator on call at the earliest opportunity
- To liaise with the Linkline coordinator on call if a call to a client is not answered and, if requested by the coordinator on call, to make supplementary calls, for example to relatives or neighbours, as appropriate
- To maintain appropriate records
- To operate within Age Concern Rotherham's policies and procedures

## **Person Specification:**

### **Essential Skills:**

- Listening skills
- Sensitivity
- Clear and appropriate spoken language
- Interest in and empathy with older people
- Ability to maintain confidentiality

### **Desirable Skills:**

- Ability to work as part of a team
- Reliability and commitment
- Respect for the way others live

**Hours:** Negotiable with Linkline Coordinator. The service operates 7 days a week, with all calls usually to be completed before 10.30 a.m.

**Responsible to:** LinkLine Coordinator /  
On-call Co-ordinator/Manager

**Location:** St Anns Road Offices, Rotherham