



Volunteer Role Outline & Person Specification

- Title:** Telephone Group Facilitator
- Reporting:** Project Officer – Talking Communities
- Location:** Community Network, Archway Resource Centre, 1b Waterlow Road, London N19 5NJ
- Hours:** 1 hour a week/fortnight
- Expenses:** No expenses are applicable. You will be dialled into the group call and not incur any call costs.
- Purpose:** To facilitate telephone groups of 4-6 older people.

Role Outline:

- To welcome group members at the beginning of the group call.
- To encourage discussion within the group.
- To deal appropriately with any conflict arising during a call.
- To ensure that calls are safe and members do not share contact details.
- To liaise with Talking Communities Project Officer regularly, giving feedback about calls and any concerns re group members.

Person Specification

Skills / abilities:

- An empathy toward and understanding of older people (E)
- Excellent communication skills including a clear, friendly telephone manner and good listening skills. (E)
- The ability to be supportive and non-judgemental regardless of a person's age, race, sexuality, religion or disability. (E)
- A commitment to empowering and enabling others (E)

Knowledge / Understanding:

- A genuine desire to facilitate peer support via the telephone. (E)



Knowledge / Understanding (cont.):

- An understanding of customer centred quality and service. (E)
- An appreciation of issues facing older people (e.g. isolation). (D)
- An understanding of the need to ensure members' confidentiality. (E)
- An understanding of the need to maintain safe working boundaries when working with telephone group members. (E)

Other:

- Ability to make a regular commitment, carrying out the role on a regular basis for a minimum of six months. (D)
- A sense of humour and the ability to enjoy and share conversation. (D)
- Willingness to work with other volunteers. (E)
- Willingness to undertake further training and supervision as and when requested. (E)

Access to a telephone (landline or mobile) is essential. Training will be provided to all new Group Facilitators and ongoing support provided by Talking Communities Project Officer.

Initial facilitator training is delivered over the phone in 4 one hour sessions at agreed times.

Ongoing training and support is provided on a one to one basis and in quarterly volunteer facilitator team support meetings held over the phone.