



advice and support for older age

**Independent
Age**

JOB DESCRIPTION

Job Title:	Telephone Services Wellbeing Officer
Department:	Wellbeing
Salary Band:	£27,000 per annum
Reporting to:	Telephone Friendship Services Manager
Location:	Head Office, London, W14

Job Purpose

A key part of independent Age's friendship service is to provide support to older people through volunteers, both face to face and by telephone. They deliver regular visits or telephone calls to reduce loneliness and improve wellbeing.

This post will provide effective and efficient support by telephone, to ensure telephone friendship services are delivered to agreed targets and milestones with a particular focus to reduce loneliness and enable social connections. The post holder will work directly with telephone volunteers and service users and with the network based face to face delivery team.

The post-holder will work within a small team of staff supporting telephone friendship services and other wellbeing services.

Main Duties

The main duties are as follows:

- Provide support actions aligned to a range of friendship services as required including telephone based 1-2-1 befriending, book clubs, discussion groups, and other services as required
- Co-ordinate service activity from volunteers and staff to ensure effective service delivery as required
- Assess the needs of older people needing friendship services by telephone to measure service requirements
- Work effectively with high volume numbers of volunteers and older people we support
- Support the process for recruitment, support and retention of volunteers
- Ensure all service delivery meets agreed Quality and Organisational standards including responding appropriately to safeguarding issues as required
- Support robust monitoring and evaluation including impact measures
- Enter, update and maintain data to a high level of accuracy and with good attention to detail on a CRM database
- Produce reports on progress and data as required

- Respond to enquiries as required in a timely and courteous manner and manage multiple email inbox
- Support the delivery of innovation, pilot and partnership activity to further the strategic aims of Independent Age as required
- Attend team meetings and training as required at Head Office and other locations

Other Duties

- Support the work of colleagues across the organisation as required.
- To observe and comply with all Independent Age Policies, including the key policies and procedures on Confidentiality, Data Protection, Health and Safety, Safeguarding and Information Technology Policies and Procedures
- Represent Independent Age externally as required e.g. Volunteer Get Together
- To undertake specific safety responsibilities relevant to individual roles
- Occasional evening working will be required. Some requirement to travel which may involve overnight stays. Some weekend working may be required.
- To work in line with Independent Age organisational values
- Other responsibilities appropriate to an appointment at this level

Job descriptions cannot be exhaustive and so the post-holder may be required to undertake other duties which are broadly in line with the above key responsibilities.

Independent Age is committed to equality of opportunity and of eliminating discrimination. All employees are expected to adhere to the principles set out in its Equal Opportunities Policy and all other relevant guidance/practice frameworks.

PERSON SPECIFICATION

EDUCATION AND QUALIFICATIONS

Essential

- GCSEs or equivalent

EXPERIENCE AND KNOWLEDGE

Essential

- Experience of professional telephone communication
- Good knowledge of operational issues in friendship service delivery
- Knowledge of issues relating to older people
- Experience of coordinating service activities to ensure work programmes are delivered on time, preferably in a charitable service environment
- Strong customer service experience, ability to resolve problems, and deal with queries in a proactive manner
- Experience of data entry to a high level of accuracy and attention to detail

Desirable

- Experience of building relationships
- Experience in the use of Microsoft Office packages and CRM databases
- Experience of working independently & proactively to meet strict deadlines on a number of concurrent tasks
- Knowledge of a range of services such as befriending that combat isolation and loneliness
- Experience of working with volunteers and remote staff
- Experience of delivering training to volunteers and staff
- Experience of working with people with complex support needs such as dementia, sensory impairment and depression

SKILLS AND ABILITIES

- Excellent verbal and written communication skills
- Proven self-management skills including the ability to work flexibly and autonomously, managing individual tasks/projects to meet organisational objectives and deadlines
- Ability to communicate and liaise effectively, both in person and via telephone/email with staff and external contacts at a range of levels and disciplines, as well as service users and members of the public
- Ability to build and maintain internal and external relationships in order to meet objectives
- Ability to collaborate effectively within a team
- Ability to work flexibly and autonomously, meet organisational objectives and deadlines
- Ability to work with minimal supervision
- Ability to prioritise and balance a large number of concurrent tasks and organise work effectively to meet strict deadlines
- Excellent time management skills
- High attention to detail