

# Community Engagement – Role Profile



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**TITLE:** Community Engagement Volunteer

**TIME COMMITMENT:** This is a flexible volunteering role that can be tailored to your specific skills and experience, and can be fitted in around your existing commitments. The timing of any events will vary and you can select which events you can attend; some will take place during the week, others at weekend.

**REQUIREMENTS OF ROLE:** The ability to communicate The Silver Line's vision and mission. Experience of public speaking is not essential.

**Overall purpose of role:** As a Community Engagement Volunteer you will to help us raise awareness of our work and services, to inspire and motivate groups, individuals and other organisations to get involved with and/or support our work. This could involve having one-to-one conversations, giving presentations, attending events with key audiences, as well as distribution of our literature, to help us reach the older people we know need us.

## **What you could be doing:**

- Represent and be the face of The Silver Line at a range of events, including volunteer recruitment events.
- Provide and distribute information and materials to a variety of audiences.
- Promote the range of services we offer for older people.
- Promote the range of volunteering opportunities available.
- Provide other volunteer and statutory organisations with information on the service The Silver Line provides, including information on how to refer to The Silver Line as appropriate.
- Raise awareness of the impact that loneliness and isolation has on older people and the difference a regular, simple telephone call or letter can make.
- Engage members of the general public in a friendly, enthusiastic and motivational manner to raise awareness of the work of The Silver Line.
- Answer general enquires and direct any specific questions to the appropriate member of The Silver Line staff.

## **Areas of responsibility:**

- Undertake and complete the interview and training required by your volunteer role.
- Undertake a 3-month probationary period.
- Comply with The Silver Line's IT, Virtual Call Centre and other record-keeping policies.
- To give where possible your Volunteer Manager advanced notice of any absence.
- Report any problems or concerns to your Volunteer Manager.
- To adhere to the policies and procedures of The Silver Line service.
- To develop and maintain appropriate boundaries of confidentiality with other volunteers, colleagues, audiences and older people.
- From time to time complete further training as necessary to support you and your volunteering role.

## **Boundaries of the role:**

As a volunteer – for both your own safety and the older person's – it is important that you keep within clearly defined boundaries of your role. Some important points to remember:

- To only represent and speak on behalf of The Silver Line with the permission of a member of The Silver Line management team.
- You must not accept or agree to accept any offer of gifts or services offered by members, their family or relatives, suppliers, distributors, or any person having similar connections to The Silver Line. Under no circumstances are volunteers to become party to being involved in the making of an older person's will. If you are called upon to provide support in this respect, refer to your Volunteer Manager for advice on the appropriate course of action.
- To ensure that you only use written materials and information as provided to you by The Silver Line team.
- To ensure you do not make any promises or commitments on behalf of The Silver Line.
- Respect the confidentiality of any older person you may speak to regarding the services offered by The Silver Line

- Only distribute The Silver Line's leaflets and materials to someone you have gained permission from to do so.
- Do not cold call individuals or organisations. This includes dropping leaflets off without prior permission.
- Adhere to all safe guarding policies and procedures as outlined in The Silver Line handbook

## **VOLUNTEER PERSON SPECIFICATION**

### **Knowledge/understanding**

- Knowledge and understanding of the impact that loneliness and isolation has on older people's wellbeing. (D)
- A commitment and an adherence to The Silver Line's values and the rights of older people. (E)
- Knowledge of The Silver Line and its services. (D)
- Demonstrable knowledge of the needs of older people. (D)

### **Skills/abilities**

- Excellent communication and presentation skills. (E)
- Patient and diplomatic. (E)
- Confident, engaging, articulate and motivational. (E)
- Ability to represent The Silver Line and communicate its mission and values. (E)
- The ability to be supportive and non-judgemental regardless of a person's age, race, sexuality, religion or disability. (E)
- To be willing to learn from your own and others' experiences. (E)
- A commitment to empowering and enabling others. (E)

### **Other**

- Willingness to undertake further training and supervision as and when requested. (E)
- A commitment and an adherence to The Silver Line's Equality and Diversity policy. (E)

**(E) = Essential requirements**

**(D) = Desirable requirements**