**Person Specification Criteria**

**ESSENTIAL CRITERIA:**

1. An ability to listen constructively, analyse objectively, and provide advice and guidance in a non-judgemental manner.

3. An ability to work as part of a team, be flexible and adaptable according to changing needs, and work to deadlines;

4. An ability to liase and communicate effectively (both orally and in writing) and work collaboratively with colleagues and outside agencies;

5. An ability to constructively challenge and advocate on behalf of callers, identifying issues key to the individual circumstances, and pursuing matters to a satisfactory conclusion.

6. Able to manage own workload, cope with challenging or emotional callers, and be non-judgemental and empathetic

7. An ability to demonstrate a positive attitude to older people and a demonstrable interest in challenging elder abuse. An ability to deal appropriately with sensitive issues;

8. Numeracy and literacy sufficient to provide reports and observations, and maintain administrative records as required;

**DESIRABLE CRITERIA:**

1. At least one year’s experience, either formal or informal, in either Helpline work or another environment providing advice and support to clients; with demonstrable skills in call handling, listening and questioning.
2. Understanding/experience of issues relating to older people, adult safeguarding, abuse, and/or health and social care.
3. Direct experience of working with older people.

**The volunteer role is subject to a 3 month probation period**

**Volunteers must be able to commit to working a minimum of 4 hours per week. The days and time are negotiable.**

**Roles and objectives in the charity may change or develop and all volunteers are expected to be prepared to work flexibly in response to such changing needs. All volunteers are required to operate in accordance with the charity’s values, policies and procedures.**