



Working Together for a Better Future

## Volunteer Role – Telephone Call Handler Volunteers

### Our Aim:

To enhance the lives of individuals, families and communities using early intervention to support them to Grow well; Live well; Age well.

### Our Priorities:

The list is not in any order of priority.

- Mental Wellbeing
- Food & Fuel Poverty
- Social Isolation and Social/Physical Mobility
- Access to Employment, Volunteering, Opportunities and Raising Aspirations
- Homelessness, Refugee Support and Housing Matters
- Health & Social Pressures
- Organisational Development & Sustainability

### Our Objectives:

- Develop and grow our knowledge and understanding of local need.
- Work collaboratively with organisations and partners across all sectors.
- Work with and within local communities to establish the changing needs of those communities.
- Deliver, enable, and facilitate targeted and meaningful services and activities.
- Ensure all staff and volunteers are appropriately trained/ qualified for the tasks for which they are allocated. This will include the necessary vetting and screening appropriate to their role;
- Continue our work towards tackling social and health inequalities across all areas of operation; and
- To identify and co-produce practical solutions to those issue preventing individuals and families from leading safe and independent lives.

### Personal Profile

- Friendly
- Caring
- Empathetic
- Boundary Aware
- Good Communication Skills
- IT Skills

### Role Description

We operate a Tamworth Telephone Support Line and looking for volunteers who can help people over the phone to find the services that will help them at the time they need help. We are looking to expand the service from Monday to Friday 9am to 5pm to include evenings and weekends.

Monday to Friday 9am to 9pm  
Saturday to Sunday 10am to 10pm

Any time that you can offer to support the line which dealt with 12,106 incoming calls in 2022. You will be taking new peoples details onto our Database and then make life referrals either via the Database, Follow on Calls, Via Refernet, Online Food Bank Referrals or Emails.

FULL TRAINING WILL BE GIVEN.

### **Benefits to You**

- Gain experience.
- Develop new skills.
- Opportunity to update your CV.
- Meet and make new friends.
- Increase your confidence.
- Become involved in a range of services/activities/projects that we deliver across Tamworth.

### **Where and when will I be required to Volunteer?**

We have a call center set up at our offices in Orchard Street, Tamworth, B79 7RE.

### **For more Information**

Please contact: Vincy Chung via our FREEPHONE Telephone Number 0808 175 4041

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