

RISE Project

Providing Services For Older People

Project Background For Volunteers

The RISE Project set up the **Rossinver Calling** friendly call service in 2009 and has been successfully delivering this service to older people in North Leitrim for 7 years. The Project aims to address social isolation for older people living in a rural environment. This service is supported by funding from the HSE.



In 2012, the RISE Project received funding from the European Union's INTERREG IVA Programme secured from the Co-operation and Working Together (CAWT) cross border partnership and the Western Health and Social Care Trust to deliver the **Fermanagh Calling** friendly call service in West Fermanagh, from its base at the New Ballagh Centre, Rossinver. The RISE Project has been successfully delivering this service for 4 years.



Supported by the Department of Social Protection under the Community Services Programme



The RISE Project set up a **Befriending Service** in 2011 which is a community based service offering informal one to one social support for older people who do not have regular visitors, or whose opportunities to get out and socialise are limited by lack of transport or reduced mobility. This service is supported by funding from the HSE.



We are now seeking suitably skilled individuals to become part of our dynamic team of staff and volunteers to support the delivery of the phone line service.

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Volunteer Opportunity

Job Title	Phone Line Operator – Fermanagh Calling/Rossinver Calling
Purpose	The position involves working as part of a team of staff and volunteers to provide a friendly call service to older people. Each client has an allocated time to be called and phone operators are trained to listen, create friendly conversation and to follow the policies and procedures adopted by the project.
Location	The Phone Line Office is based at the New Ballagh Centre, Rossinver, Co Leitrim.
Supported by	RISE Co-ordinator, Volunteer Co-ordinator & Centre Manager
Skills Required	All Volunteers will receive training before commencing on the phone line. We are seeking volunteers with a friendly disposition, the ability to be empathic to the needs of older people and have strong communication skills. Any previous experience of working with Older People in a voluntary or paid capacity would be beneficial. All volunteers will undergo Garda Vetting and will also be asked to provide references.
Time Commitment	At the current time, the phone line service is provided five mornings per week from 10.00am – 1.00pm. Volunteer commitment ranges from one morning per week to one morning per month. Each individual volunteer will discuss their time commitment with the RISE Co-ordinator/Volunteer Co-ordinator and this will be agreed by both individuals.
Support and Training	All volunteers will attend a half day training session before commencing work on the phone line. Volunteers will also be offered any additional training as it arises. Volunteers will work alongside experienced staff and will not be expected to work alone. Support and supervision meetings will be held with all other phone line volunteers every six months. All volunteers are supported by the RISE co-ordinator and the Volunteer Co-ordinator and you will receive one-to-one and/or group based support.
Administration	We do not pay mileage for volunteers to travel to the New Ballagh Centre, however if volunteers attend external meetings or training, mileage will be paid at a rate of 0.50c per mile.
Benefits for Volunteers	This is a great opportunity to be a vital member of a team making a real difference to the health and well-being of older people in the community. The role provides great satisfaction, a chance to meet and connect with the older generation and gain valuable experience in the social care field.