

Call in Time - Volunteer Enrolment Form

Call in Time is our national telephone friendship service for people in later life. Once you start your Call in Time journey with us, we'll train you, support you and then match you with an older person who's waiting for your call. Each week, you'll enjoy a phone chat, learn about the person you're calling and have our support every step of the way.

Here are some of the benefits to you.

- You'll feel a sense of happiness and wellbeing. Over 85% of our current volunteers in the service agree.
- You'll be part of a programme that keeps you engaged on a long-term basis – nearly 90% of current volunteers say they'll still be volunteering for Call in Time in 12 months' time.

As a volunteer you will need to commit to:

- Making a call to an older person for up to 30 minutes at the same time every week.
- Letting us know if you cannot make a call so we can cover it for you.
- Letting us know if your telephone friend doesn't answer the phone and you are no longer able to carry on trying.
- Completing Charitylog after every call (you will be given training on how to do this) to let us know your telephone friend is safe and well.
- Keeping any information about your telephone friend confidential.
- Letting us know if there is anything you need help with.
- Not exchanging gifts with your telephone friend (though we do encourage you to send cards and photos).
- Not exchanging telephone numbers, emails or addresses with your telephone friend.

In return, we will commit to:

- Providing induction and training to help you carry out the role.
- Keeping you informed and updated with regular and relevant communication.
- Providing call cover if you are not able to make your call.
- Providing ongoing support and advice from a named member of staff at Call in Time, enabling you to feedback to us any concerns or issues you may have.
- To keep your personal information confidential and secure unless legally obliged to disclose such information.

* 1. Does volunteering with Call in Time sound like something you would be interested in? Please choose below.

- ☐ Yes – please let me complete the enrolment form
- ☐ No – on reflection this does not sound like something I would be interested in

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Thank you for your interest in becoming a Call in Time volunteer. Our volunteers make a big difference to the lives of lonely and isolated older people, and we hope that you will enjoy the experience as much as they do.

We will keep the information you provide on our secure database. The information you provide may be shared with your telephone friend. If there is information you would like to provide us with, but would not like to share with your telephone friend, then please let us know. You can let us know as you complete the form, or by emailing callintimevolunteering@ageuk.org.uk

We will not pass your details on to another organisation. We may contact you with information regarding Call in Time and the work of Age UK.

*** 2. Name**

Title

First name

Surname

*** 3. Name of employer**

*** 4. Work address**

Address Line 1

Address Line 2

Address Line 3

Town

Postcode

*** 5. Job title**

* 6. Gender

☐ Female

☐ Male

* 7. Date of birth

Date of birth

DD	MM	YYYY
<input type="text"/>	<input type="text"/>	<input type="text"/>

* 8. Contact details.

Work email

Work phone number

Personal email

Personal phone number

We will send an email to your work address about Charitylog. Charitylog is the online database you will use to record calls. Please follow the instructions you receive to confirm that the email address belongs to you. The email will be sent from charitylog@charitylog.co.uk

* 9. In what area do you live? (e.g. Swindon, North London)

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* 10. Why would you like to be a Call in Time volunteer?

* 11. What do you hope to achieve for you and the person you call?

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The following questions are designed to help us match you to your telephone friend. We want to make the calls a great experience for both of you, so please complete the questions as fully as possible.

After you have completed this form we will call you for a short follow up interview. This is where we can answer any questions you may have and run through the information you have provided.

If you have any questions or issues please don't hesitate to contact the team at callintimevolunteering@ageuk.org.uk or call 020 3033 1050.

* 12. When are you available to make your regular call? Please choose all that apply.

- ☐ Monday morning
- ☐ Monday afternoon
- ☐ Tuesday morning
- ☐ Tuesday afternoon
- ☐ Wednesday morning
- ☐ Wednesday afternoon
- ☐ Thursday morning
- ☐ Thursday afternoon
- ☐ Friday morning
- ☐ Friday afternoon

* 13. Do you have a preference if your telephone friend is male or female?

- ☐ Male
- ☐ Female
- ☐ Don't mind

14. Please use the boxes below to select your hobbies and interests, and things that you don't like or would not want to talk to someone about.

	My hobbies and interests	Things I don't like or wouldn't want to talk about
Animals	<input type="checkbox"/>	<input type="checkbox"/>
Art	<input type="checkbox"/>	<input type="checkbox"/>

My hobbies and interests

Things I don't like or wouldn't want to talk about

Cars	<input type="checkbox"/>	<input type="checkbox"/>
Charity Work and Volunteering	<input type="checkbox"/>	<input type="checkbox"/>
Collectibles	<input type="checkbox"/>	<input type="checkbox"/>
Computing	<input type="checkbox"/>	<input type="checkbox"/>
Cooking	<input type="checkbox"/>	<input type="checkbox"/>
Crafting	<input type="checkbox"/>	<input type="checkbox"/>
Current Affairs	<input type="checkbox"/>	<input type="checkbox"/>
Dancing	<input type="checkbox"/>	<input type="checkbox"/>
Exercise	<input type="checkbox"/>	<input type="checkbox"/>
Family and Friends	<input type="checkbox"/>	<input type="checkbox"/>
Film and Theatre	<input type="checkbox"/>	<input type="checkbox"/>
Food	<input type="checkbox"/>	<input type="checkbox"/>
Games and Crosswords	<input type="checkbox"/>	<input type="checkbox"/>
Gardening	<input type="checkbox"/>	<input type="checkbox"/>
History	<input type="checkbox"/>	<input type="checkbox"/>
Knitting and Sewing	<input type="checkbox"/>	<input type="checkbox"/>
Languages	<input type="checkbox"/>	<input type="checkbox"/>
Military and Ex-Service	<input type="checkbox"/>	<input type="checkbox"/>
Music and Singing	<input type="checkbox"/>	<input type="checkbox"/>
Nature	<input type="checkbox"/>	<input type="checkbox"/>
Pets	<input type="checkbox"/>	<input type="checkbox"/>
Photography	<input type="checkbox"/>	<input type="checkbox"/>
Politics	<input type="checkbox"/>	<input type="checkbox"/>
Radio	<input type="checkbox"/>	<input type="checkbox"/>

My hobbies and interests

Things I don't like or wouldn't want to talk about

Reading and Writing

Religion

Shopping

Social Groups

Sports

Television

Travel

Walking

- * 15. You might feel that you have a wide range of interests and would be happy talking to anyone about anything. If so, please let us know below.

- * 16. Please provide further details about your hobbies and interests.

- * 17. Please provide further details about your likes and dislikes.

- * 18. Please tell us about your personality. How would you describe yourself?

- * 19. Please tell us about your family. Where did you grow up? Are you close to your family?

* 20. Please tell us about your life experience. For example, studies, work, travelling and other volunteering.

* 21. Please tell us about your cultural background. For example, any religious beliefs and values.

* 22. What is your experience of older people?

23. Would we need to make any special arrangements for you to be able to make calls (for example, making calls outside your normal working space)?

* 24. Are there any subjects or situations that you might not feel comfortable talking about, or may find upsetting or sensitive? For example, speaking to someone with a particular health condition.

Please also let us know if you feel your life experience means there are subjects or situations where you may be more suited to speaking to someone who has or is experiencing these situations or subjects.

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Thank you for completing the enrolment form.

Remember, if you have any questions please don't hesitate to contact the team at callintimevolunteering@ageuk.org.uk or call 020 3033 1050.