

# Helpline Officer

**The Silver Line**

helpline for older people

0800 4 70 80 90

The Silver Line Helpline is a free, confidential telephone service just for older people.

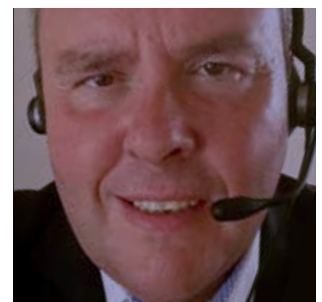
We provide friendship, conversation and support 24 hours a day, 7 days a week.

## The job, in a nutshell

Working as part of our 24/7 Helpline you will offer information, friendship and support to older people who may be isolated or lonely.

## What you'll do for us:

- Act as the first point of contact at our telephone helpline for older people, ensuring that calls are handled in a way that respects the individual and reflects The Silver Line and Age UK values.
- Adhere to safeguarding procedures to keep callers safe from potential abuse or neglect.
- Offer support to colleagues, peers, and volunteers where required, working as a team to answer queries when immediate support from a Team Leader is unavailable.
- Adhere to best practice and The Silver Line Helpline and Age UK policies and procedures.
- Maintain standards with particular emphasis on empathy, patience, understanding, impartiality, and client satisfaction.



“I thoroughly enjoy each and every day on the SilverLine working with a truly dedicated team, and the most rewarding thing about my role is knowing that you’ve made a difference to someone’s life no matter how big or small.”

**Ian Shepherd**  
HELPLINE OFFICER

## Our values

### WE ARE BOLD

In doing what’s right for older people - We are unafraid in standing up for older people and in seeking support for our work with them.

### WE ACT TOGETHER

With and for older people - We act as one team, collaborating to get things done.

### WE ARE FOCUSED

On what makes most impact for older people - We never forget that older people are at the heart of everything we do.

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## Must have:

- Excellent interpersonal skills.
- Good IT literacy.
- Sensitive and empathetic approach.
- Good communication skills, and ability to adapt communication styles.
- Ability to adapt to a variety of situations that present within calls.
- Knowledge and understanding of the impact loneliness and isolation has on older people and their wellbeing.
- Experience of working as part of a team.
- Calm under pressure.

## Great to have:

- Experience of signposting in a helpline environment.
- Knowledge of the needs of older people.
- Flexible to adapt to meet service demands.
- Proficient in data entry and a working knowledge of MS Office applications.
- Experience of working and providing support to older people and / or previous experience of providing telephone support within a helpline environment.
- Experience of communicating effectively with vulnerable older people.
- Knowledge of safeguarding.

## Any other details

- Candidates must be able and willing to travel to our Blackpool office on a weekly basis, as required.
- Example rota's will be provided during the recruitment process. We reserve the right to cancel interviews if shift patterns are not feasible.

## Location

Hybrid - mix of working from our Blackpool office and home.

## People management

No

## Division

The Silver Line Helpline



[thesilverline.org.uk](https://thesilverline.org.uk)

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