

## FitLine Volunteer Mentor Role Description

Age & Opportunity is the national organisation that provides a range of opportunities for older people who want to get more involved in arts and culture, sport and physical activity, civic engagement and personal development.

FitLine, one of our Active programme initiatives, is a volunteer peer-led telephone-based motivation line which encourages older adults to introduce physical activity into their daily lives. FitLine is designed to help people who want to feel a bit healthier but just don't have the motivation, confidence or information on where and how to take that first step.

FitLine mentor volunteers provide encouragement and ideas about how older adults can do simple physical activities as part of their day-to-day routine to suit their own lifestyle, and to provide information about clubs, groups and facilities in their own communities.

### The role of a FitLine mentor:

- To make regular calls to registered participants who would like to start being more physically active
- To be the voice of Age & Opportunity's FitLine initiative while providing information, advice and gentle encouragement to participants to get moving
- To be a key point of information on the FitLine initiative
- To be a warm, friendly and welcoming presence
- To act as a point of contact for members of the public
- To have a good knowledge of the Age & Opportunity Active programme and be ready to share key information and make recommendations to the public
- Be a self-starter and take initiative if you see something that needs attention
- To complete a short form after each call, which we will show you how to do during your Induction training.
- To follow the procedures outlined in Age & Opportunity's Procedures manual.

### FitLine mentors must:

- Have an interest in physical activity and overall health and wellbeing
- Have capacity to make phone calls, for approximately 3 hours once a fortnight, to participants who have already registered to take part in the initiative
- Have capacity to work from home
- Have use of a laptop or computer and internet access
- Be available to attend FitLine volunteer mentor training (2 x 3 hour sessions via zoom)
- Be willing to take part in ongoing training, such as leadership and resilience, when offered by Age & Opportunity
- Enjoy being part of network of volunteers
- Have excellent communication skills and a positive and encouraging outlook on life.