

**Age UK Barnsley**

**Volunteer Role Description.**

**Good Neighbour Volunteers**

At Age UK Barnsley we have around 130 volunteers helping to provide a range of services to older people in the Barnsley area. Our volunteers come from all walks of life and volunteer with us for different reasons. They contribute in a variety of ways, depending on their own experiences and skills, enabling us to make a positive difference to the lives of older people.

Our Volunteer Good Neighbours are available to visit older people who live in their local area at times when they need some extra help. It may be that they have been ill, been in hospital recently or that the weather is really bad and they can’t get out to do their shopping. It may be that the older person does not get out very often and would benefit from their Good Neighbour calling in or telephoning for a regular chat. It may be a relationship that only needs to last a short time until the older person feels better or the weather picks up and the amount of involvement will depend on how much the volunteer wishes to have and the needs of the older person. Each Good Neighbour Volunteer will have an agreement in place with Age UK Barnsley that sets out the nature and limits of support that they would like to offer.

**Will this role be suitable for you?**

Volunteer Good Neighbours do not need any special qualifications or experience but you would be:

* Prepared to give up a little time. This may be a regular commitment or an undertaking to provide time limited practical help only when an older person in your locality needs it e.g. following illness or in bad weather.
* Have good daily living skills and be able to support an older person with practical tasks like shopping, reminding them about appointments or making a hot drink.
* Comfortable talking to older people, able to make them feel at ease and have good listening skills.
* Respectful of other people’s home and wishes
* Able to maintain confidentiality and follow service boundaries
* Committed to ensuring a good quality of life for older people.
* Willing to attend induction and occasional training and support sessions
* Able to complete a basic written record of the support you provide
* Comfortable in following service policies and procedure

**What does the role involve?**

**This will depend on what you want to offer in your volunteering role and Age UK Barnsley will develop an individual agreement with you setting out what you would like to do.**

**Tasks undertaken may include:**

* Visiting or telephoning an older person in your locality on a regular or short term basis e.g. once a week or just at times when they need a bit of extra support.
* Providing low level practical support when it is needed e.g. posting letters, collecting prescriptions or doing some shopping.
* Taking the older person out in the community e.g. to attend groups, go to the library or support them to go shopping.
* Checking to ensure that the older person is well and that they are able to call in other services if they need them.
* Relieving social isolation by talking with the older person about what is happening in their lives, the locality and topical events such as what’s in the news, sports events, television soaps etc.
* Making accurate and legible records.
* Reporting any concerns to the Service Manager
* Complying with service standards and boundaries and recognising Age UK Barnsley’s policies and procedures that affect this service.
* Attending induction and occasional ongoing training by arrangement

This role does not provide personal care but will be subject to references and a DBS check

**What Support will be provided?**

* Age UK Barnsley will support you through the application process and will provide an induction for your role as a volunteer. You will be linked to a staff member who will provide you with ongoing support and training.
* You will be reimbursed for costs associated with this role on presentation of receipts.