

VOLUNTEER ROLE DESCRIPTION

BEFRIEND CLIENT OF THE GOOD NEIGHBOUR SCHEME

Age UK Dudley appreciates your volunteering role and will do their best to make your volunteer experience enjoyable and rewarding.

Purpose of Role:

To help reduce the social isolation and loneliness experienced by many older people.

Reporting to: The Good Neighbour Co-ordinator

Location: The Junction, Netherton

Duties and Responsibilities:

- + Spend the equivalent of at least one hour a week befriending.**
- + Keep in touch through regular home visits and/or telephone calls, depending on clients needs.**
- + Escort or drive clients who cannot access taxis or public transport.**
- + Help clients get out and about to see friends or go for a short walk.**
- + Occasionally walk pets or help collect a prescription.**
- + Read mail and help visually impaired people with day to day correspondence.**
- + Adhere to the policies and procedures of Age UK Dudley.**
- + Agree to a Disclosure and Barring Check.**
- + Wear a personal identity badge whilst volunteering.**

Personal Specification:

- + A liking for and an empathy with older people.**
- + Good listening skills and an understanding of safety issues.**
- + An understanding of the need for confidentiality.**
- + Sense of humour.**
- + Good timekeeping.**
- + Reliability and trustworthiness**

Training Requirements:

- + Good Neighbour Scheme Introduction Training.**
- + First Aid training**
- + Dementia Awareness training.**

Expenses:

- + Travel to and from the client's home and up to a maximum of 10 miles with the client for each visit (the remainder to be paid for by the client). Mileage paid at 45p per mile.**
- + Car park expenses incurred in taking the client out (where blue badge does not exempt parking fees).**
- + Telephone expenses for phone calls to clients – paid @ 5p per minutes from a land line and 25p per minute from a mobile phone.**
- + Other out of pocket expenses for stamps etc proof of purchase required.**
- + All expenses to be itemised and claimed monthly on the Volunteer Expenses form.**

The Good Neighbour Scheme: Procedures

- Read, familiarize yourself with and follow the safety guidelines issued by Age UK Dudley and included in this handbook.
- Never give your address or telephone number to your client.
- Be firm about withholding your number. Always dial 141 before contacting your client. This will ensure your number is withheld.
- A member of the team will accompany you on the first visit to your allocated client(s). Familiarize yourself with the surrounding area, parking availability and/or bus stops.
- Always let a client know if you are unable to make a visit. If you are unable to reach the client directly please let the office know as soon as possible.
- Always have your identification on you and encourage the client to check it the first few times you visit.
- Please fill out your expenses form to claim any out of pocket expenses you may have incurred. It is vital the volunteers claim all expenses, such as petrol, bus tickets, stamps and telephone calls. Receipts must be provided. Please fill in this form monthly. New forms can be obtained from the office.
- All information about your client is highly confidential and must not be left around for other people to read.
- **Communication with the office is vital.** Please inform us if you are experiencing problems with your visits or with your client. Always let us know any change in your client's circumstances

Handling money and the offer of gifts

- Do not lend money to a client or borrow from them.
- You must not knowingly allow yourself to be named as a beneficiary in clients will. You must not agree to become an Executor for their Will. If any of the former should occur inform the co-ordinator as soon as possible.
- Never agree to buy or sell anything from /to a client.

The aim of the scheme is to be as flexible as possible so that we can cater for the individual needs. However, we have to recognise that we will not be able to do everything for everybody and, more importantly, that some people would be best served by a specialist service. The following boundaries have been put in place to protect both the client and the volunteer.

What volunteers can do

- ✓ Escort or drive older people who cannot access taxi's or public transport
- ✓ Help older people get out and about to see friends or go for a short walk.
- ✓ Walk pets, help collect prescriptions and in emergencies collect pensions.
- ✓ Read mail and help visually impaired people with day to day correspondences.
- ✓ Keep in touch through telephone calls and/or regular home visits.
- ✓ Spend the equivalent of at least one hour a week befriending.
- ✓ Signpost to other services.

What volunteers cannot do.

- X Handle any aspects of personal care.
- X Tasks that Homecare would provide such as washing, cleaning or ironing.
- X Provide regular shopping deliveries.
- X Lift or undertake any form of manual handling (including furniture).
- X Purchase or give medication.
- X Provide a sitting service for carers.
- X Be the client's volunteer for life, especially if they no longer need the help as much as they did.

What do I do if

..... My client is not at home when I call at the arranged time?

Leave a note saying that you called and you were sorry they were out. Put the telephone number of the office on the note and ask them to call us. In the meantime try and contact them yourself to arrange the visit for the following week.

..... I arrive for a visit and the client already has a visitor?

If the client already has a visitor ask them if they would rather you left and came back at the appointed time the following week.

..... I arrive for a visit and there is usually someone else there?

Speak to your client, perhaps it would be better to rearrange times. If it seems that your client has a large support network then let the staff team know.

..... I arrive at my client's home and notice deterioration in their health?

As sensitively as possible ask your client how they are feeling. See if they would like you to help them contact a doctor or relative. They might like you to call NHS direct.

..... I notice deterioration in the mental health of my client?

Try and broach the subject, again ask if they would like you help them contact anyone. Inform the staff team as soon as possible.

..... I can't get an answer from my client's home?

Ask the neighbour's if they have seen your client. Look for signs such as milk bottles or newspapers left outside. Ring people on your 'Need to Know' sheet. If you are not able to get a satisfactory response ring the office, or if it is out of office hours call the emergency number provided overleaf. Consider contacting the Police.

..... My client keeps asking me to do things I am not supposed to do?

Despite having the information about what volunteers can and can't offer some people may try and push the boundaries. Ask the client if they still have a copy of the guidelines issued to them by a member of staff, maybe you could look at it together. Speak to a member of staff to use them as a sounding board, maybe you can come up with a solution together.

If you are in doubt or have any concerns contact the office.

Emergency Contact System

A member of the Age UK Dudley staff team will be available to offer advice or practical support in emergencies. Please make a note of this number and keep it with you whilst visiting your client.

070 717 00 135

This number is strictly for emergencies only. If the emergency is of a medical nature you may prefer to call **NHS Direct on 0845 4647** or **999** depending on the severity of the incident. On such occasions it might be better to contact the next of kin or the key holder as your first point of contact as they may be of more assistance than Age UK staff.

If you have any general enquiries or concerns, please contact the staff team during office hours on **01384 354512**

Safety Guidelines

For Age UK Dudley the safety of staff and volunteers is paramount. Although incidents are extremely rare, the aim of these guidelines is to advise staff and volunteers on how to keep safe whilst good neighbouring and how to take appropriate action in the unlikely event that an incident should occur.

Before you set off:

- ❖ The Co-ordinator on most occasions will take you to the destination to introduce you to the client. Take this opportunity to familiarise yourself with the area.
- ❖ Call the client before hand to locate the house if you are unclear about directions. **Always** dial **141** before calling clients from home.
- ❖ Always inform someone that you are visiting a client, be it a member of your family or the Good Neighbour Scheme office.
- ❖ Ensure you have a street map and your I.D badge with you.
- ❖ Always let the client know if you are unable to make the visit. If you are unable to reach the client directly please call the office as soon as possible so other arrangements can be made for the client.
- ❖ We do not expect Good Neighbour visits to continue uninterrupted when bad weather occurs. It is the responsibility of each volunteer to decide when and if you pay a visit to your client in such circumstances. Please call the client and inform them that you will be unable to visit.

When walking to the client's home:

- ❖ Keep to busy well-lit roads and walk purposefully.
- ❖ If you think you are being followed cross the road and keep walking. If you are still being followed make for a busy area.

When using public transport:

- ❖ Check all the travel arrangements beforehand
- ❖ Do not sit in a compartment on your own
- ❖ Sit downstairs on buses
- ❖ Always have your keys ready to slip into the vehicle easily and always check the inside of your car before entering, especially the back seats.
- ❖ If you are escorting a client in your car please try and park close to the curb so the client does not trip upon it.

Odd Jobs:

- ❖ Good Neighbours are not handymen and are not expected to participate in any structural repairs of a client's home or the maintenance of the interior.
- ❖ Do not participate in any activities that involve climbing ladders or on to the roof of a client's home.

After the visit:

Let the co-ordinator know if you have any concerns regarding your safety and report any incidents as soon as possible. This includes the presence of dangerous equipment within the client's home as well any threats and any forms of sexual, racial or other harassment, such as offensive comments.

Money Handling Form 1

Shopping

I, have requested that the Good Neighbour Volunteer does a small amount of shopping for me.

I,, the Good Neighbour volunteer, have done a small amount of shopping for the client I work with. The client gave me £ to do the shopping. I have brought the goods and £..... change.
Signed..... Date.....

I,....., (client) have received the shopping that the volunteer has done for me. I have received £..... change. The volunteer has given me the receipts for the goods I requested.
Signed..... Date

Bills

I,....., (client) have requested that the Good Neighbour volunteer pays the following bills for me:

.....£.....
.....£.....

I have given the volunteer £ in cash/cheque.

I,, (volunteer) have paid the above bills on behalf of my client.
Signed..... Date.....

I have seen proof/receipts that the volunteer has paid the bills listed above for me. I have received £.....change from the volunteer.
Signed..... Date.....

Money Handling Form 2

Name of client.....

Address.....

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Date.....

I give my permission for to collect my pension/benefit of £.....

To the Post Office. I have given my permission to a representative of the Good Neighbour Scheme of Age UK Dudley to collect my pension/benefit on my behalf.

Signed..... Date.....

from.....Post Office.

Please check details of the volunteer, they have ID with them. Alternatively contact the Age UK Dudley office in Dudley for verification of the volunteer. Tel. 01384 354 512/01384 354 508

I (volunteer) have collected £.....on behalf of my client.

I have counted out this money into my clients' possession.

Signed..... Date..... Time.....

I (name of client) have received £.....from my volunteer visitor who collected my pension/benefit on my behalf.

Signed..... Date..... Time.....

Clients Petrol Contributions

Originally all transportation was provided free of charge but due to a few isolated incidents of this service being abused a small client contribution is now requested. The first 10 miles of the journey will be provided free of charge agreed with the co-coordinator.

If a client makes a petrol contribution a copy of this form must be filled in and attached to your expenses sheet. Remember to ask the client to sign it first. The receipt must be given to the client. **This does not include the distance travelled by the volunteer to reach the clients home.**

For each additional mile a small contribution of 45p is asked. We anticipate that these measures will ensure that volunteers are not taken advantage of. In situations of genuine hardship the contribution may be waived if discussed with the co-ordinator in advance

Date	Total Miles	X 45p Contribution	Client's Signature	Client's Initials	Volunteer's Signature
e.g.....	14 miles	14 x 45p=£6.30			

Please detach this receipt and hand over to your client.

 Receipt for Additional Petrol Costs

Age UK Dudley has received £ . p

As a contribution for the miles covered in addition to the first 10 miles for which no charge is made.

Clients Name.....

Volunteers Signature.....Date.....

- Never become a guarantor for a client on any form of loan or Hire Purchase agreement. Never approach a service user to be a guarantor for you.
- If a client makes any accusations of theft against you, their family or friends inform the co-ordinator at once.
- If you suspect that a client is the victim dishonesty by a third party, report this to the co-ordinator as soon as possible.
- If there is ever any confusion between you and a client, or one of their family or friends that cannot be resolved contact the co-ordinator.
- It is imperative that older people using services of Age UK Dudley are aware that payment of any kind except that is clearly stated is not expected. Clients should not feel uncomfortable because they feel that they have to give something in return for services. Similarly they should not be made to feel beholden because they may be receiving the service of a volunteer. To avoid embarrassment clients will receive information about our policy on money and gifts.
- Staff and volunteers will not accept money, substantial gifts or gift vouchers from a client. If a user of a service insists on giving money or a substantial gift: Inform the client that you will speak to your line manager about the situation. If the client is adamant and in your opinion it refusal would cause the client much distress, accept the gift on behalf of Age UK Dudley. Inform the client that their gift will be treated as a donation to the charity.

- It is understood that people may like to give small gifts or cards to show their appreciation or say thank you. In this situation refusal may cause offence. Volunteers are encouraged to make a note of the gift they receive in the gift logbook. If cards were received it would be good practice to bring them in and display them. Clients are thanking us for the service they receive and although you may be the individual delivering the service we all work as a team.

Other Useful Telephone Numbers

Alcoholics Anonymous	01384 482929
Alzheimers Disease Society	01384 395355
Aquarius (Counselling for alcohol related issues)	01384 261267
Hearing Impairment	01384 366890
Benefits Shop	01384 812639
Black Country Talking Newspaper	01384 443680
Blind/Partial Sighted	01384 444053
Cancer Support	01384 231232
Carers Support	01384 818723

Citizens Advice Bureaux

Brierley Hill	01384 816200
Dudley	01384 816066
Halesowen	01384 816181
Stourbridge	01384 816222
Care and Disability Helpline	08080 486486
Crossroads (Caring for Carers)	01384 262464
Cruse Bereavement Care (for clients)	01384 898812
Dudley Advocacy	01384 456877
Dudley Arthritis Care	01384 233611
Dudley Disabled Living Centre	01384 813695
Dudley Housing Services	01384 815092
Dudley Stroke Association	01384 456111
Hearing Impaired Unit	01384 813462
Queens Cross Centre	
Housing Repairs Dudley MBC	01384 818283

Hospitals

Corbett/Guest/Russells Hall/Wordsley	01384 456111
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Housing Adaptations	01384 813090
Interpreting Service	01384 813400
Mary Stevens Centre For People with Sight Impairment	01384 440333
NHS Direct (24 hrs for medical problems)	0845 4647
Osteoporosis	01384 569094

Parkinson's Disease Society	01384 374033
Police	0845 1135000
RELATE	0121 5447088
Ring and Ride Scheme	0121 5673000
Samaritans	01384 78111
Sense	0121 687 1564

Social Services Depts

Brierley Hill Adult Access Team	0300 555 0055
Brierley Hill	01384 813000
Netherton	01384 813555
Halesowen	01384 815900
Stourbridge	01384 813150
Dudley	01384 815822
Out of hours	01384 456111
SSAFA Forces Help	01384 254163
Victim Support	01384 241511

Many people recognise the name of Age UK Dudley and come to us with queries and questions. As a representative of Age UK Dudley it is important that you are able to respond to these enquiries in the appropriate matter.

We would not expect all staff and volunteers to know everything but it is important that clients are sign posted in the right direction. These numbers are provided for you if your client should ask you for assistance.

Age UK England produces fact sheets on a wide range of subjects These can be obtained by contacting the Reception at Age UK Dudley on 01384 354508.

Age UK England also has a national information line on free phone 0800 009966