

Older Person’s Advocate Volunteer Task Outline

Background

Age UK East London delivers an Advocacy Service for older people across three East London Boroughs: Hackney, Newham and Tower Hamlets.

Age UK East London’s advocates provide support to vulnerable older people aged 50 and over, working in partnership with *Local Link*, in Tower Hamlets, and *The Advocacy Project*, in Hackney.

Location	Remote (home-based) until further notice
Commitment	<p>Minimum of 6 months from start of volunteering for 3.5 hours per week. Also includes:</p> <ul style="list-style-type: none"> • 30-minute informal interview (via Zoom) • Willing to undertake an Enhanced DBS Check (Adult Barred List) • Induction • Fortnightly supervision with a member of the Advocacy staff team
Purpose of Role	<ul style="list-style-type: none"> • You’ll support older people in East London Boroughs to make decisions and have their voices heard when decisions are being made about their lives. • You'll secure people’s rights, and enable them to access services as accessing services and • You will support people with decisions around health and wellbeing, care planning, housing, and suitability of living accommodation. • You will promote self-advocacy for service users. • You will be delivering non-statutory advocacy.
Tasks	<ul style="list-style-type: none"> • To work with a service user, or carer, of an older person to help them make their own important decisions and choices around managing their lives. • Negotiate with service providers (i.e., Local Authority, Health Authority, care agencies) on behalf of the service user in order to implement decisions. • Aim to develop the service user’s ability, experience and confidence (if possible) to speak for themselves and ensure that they are central to making and implementing decisions. • Assist service users in presenting their views and wishes at meetings, and if required, speak on their behalf. • Keep service users informed and up to date with what is happening.

	<ul style="list-style-type: none"> • Keep accurate records of meetings/phone calls with, or on behalf, of service users.
Support Provided	<ul style="list-style-type: none"> • Full remote training and induction provided. • We will complete the Disclosure and Barring Service (DBS) application with you. • Supervision and direct contact with the Senior Advocate and Volunteer Coordinator. • Join and participate in peer support groups and meet other volunteers to share experiences and good practice. • Social and celebration events.
Skills and attributes Required	<ul style="list-style-type: none"> • Good communication skills with a friendly, approachable manner • Solution and outcome focused • Committed to do at least 1 half-day (3.5 hours) per week • IT skills and the ability to navigate the internet via smart phone, tablet and/or PC when working from home • Applicants must be over the age of 18
Benefits	<ul style="list-style-type: none"> • Develop new skills and experience, and enhance existing knowledge e.g., reflective practice. • Meet people • Make a difference within your community • Enhance the quality of life of the people you are volunteering with • Do something inspiring and rewarding • Gain confidence • Take part in training and learning opportunities
More information & Application	<p>This is an ideal opportunity for someone looking to gain skills to enable them to access employment in frontline social services.</p> <p>Should you wish to volunteer with Age UK East London please complete the application form at: www.ageuk.org.uk/eastlondon/get-involved/volunteer/</p> <p><i>All tasks must be carried out in accordance with Age UK's East London's policies and procedures including Equal Opportunities, Health & Safety, Confidentiality, Complaints, Data protection and Safeguarding Vulnerable Adults.</i></p> <p><i>You will work within organisational Quality Standards, including the Advocacy Quality Mark, ISO9001 and Advice Quality Standards.</i></p>

The Volunteer Journey

<p>Week 1</p>	<ul style="list-style-type: none"> You submit a short application via the Age UK East London volunteering application webform and specify which volunteering role you are applying for.
<p>Week 2 - 3</p>	<ul style="list-style-type: none"> You are contacted by the Volunteer Coordinator at Age UK East London to arrange a Zoom call where you will complete a DBS* application and discuss both the role and the service.
<p>Week 3 - 4</p>	<ul style="list-style-type: none"> You receive a DBS application form in the post to your home address. You complete the form and return it to the Age UK East London office via post for processing.
<p>Week 4 - 8</p>	<ul style="list-style-type: none"> You attend the induction training and await your DBS certificate to be issued via post to your home address.
<p>Week 8 - 9</p>	<ul style="list-style-type: none"> Your DBS certificate arrives in the post to your home address. You send a photo/scanned copy of your DBS certificate to the Volunteer Coordinator at Age UK East London along with your date/time availability to volunteer. You are briefed by the Senior Advocate on the role and begin to carry out advocacy work.
<p>Ongoing</p>	<ul style="list-style-type: none"> You attend quarterly peer-supervision sessions, facilitated by Age UK East London staff, via Zoom to meet other volunteers, resolve issues or questions and share good practice.
<p>Once role ends</p>	<ul style="list-style-type: none"> You speak with the Volunteer Coordinator at Age UK East London about the possibility of volunteering for another project, or ending your volunteering with us.

**If you already hold an Enhanced DBS Certificate (Adult Barred List) and are part of the [DBS Update Service](#), you will be able to start your role sooner.*