



Out of Hospital Volunteer

A spell in hospital can leave an older person feeling anxious and sometimes quite vulnerable. The Out of Hospital (OOH) Service works together with clients for up to 4 weeks to reassure and help them in identifying what they need in order for them to get back on their feet and build that longer-term confidence following discharge from hospital.

There is no charge for this service as it is funded by Gloucestershire Clinical Commissioning Group (GCCG). We are very lucky to be well supported by volunteers, but we can never have enough given our ambition to provide a first-class countywide Out of Hospital service.

Seeing someone begin to build their confidence and become independent again is incredibly rewarding. You will be making a real difference within your local community all while enhancing your skills and making new friends.

Please note that an induction programme and ongoing training will be provided to support you in this role

Role Overview:

As an Out of Hospital volunteer you will offer one-to-one support and help provide that continuity of contact which will help to build client confidence over the longer-term.

The nature of the support you offer will have been discussed with you following a home visit from one of the OOH trained Community Support Coordinators, but could include:

- supporting the client on an agreed course of action e.g. helping to arrange an eye test;
- encouraging them with a lost hobby or interest;
- discussing ways of connecting them with their communities.

We aim to rebuild the client's confidence and independence so your role may include:

- accompanying them on a short walk, driving and accompanying them on a shopping trip;
- assisting them with outstanding correspondence;
- helping them to contact friends and neighbours again.

It does not include personal care such as bathing, dressing or toileting.

Commitment:

A regular weekly commitment is needed whilst you are engaged with the client.

- You will usually need a car to get to clients and possibly to transport clients, if identified as part of their support plan (please note that we will always try to allocate volunteers close to their locality although this might not always be possible).
- You will be asked to record your visits on a client record log and submit this to the OOH Administrative team once visits are complete.
- You will be expected to attend quarterly OOH volunteer meetings which will include any relevant training as well as providing useful updates and developments associated with the wider OOH Service.
- You will usually liaise closely with the Community Support Worker who undertook the original home visit and made the original referral to you for your ongoing support.

Skills required:

A regular weekly commitment is needed whilst you are engaged with the client:

- A willingness to engage with older people
- Patience and empathy, to deal sensitively with all clients
- Good communication skills
- Reliability
- Understanding the need for confidentiality
- Sense of humour
- **An Enhanced DBS is required for this role, this will be provided if you do not have one**

Location:

In the clients home, currently Mondays to Fridays only

Time Requirement:

This is an ongoing service – but you will be asked to support an individual a maximum of 4 times over a period of time (usually 4 weeks) agreed between yourself and the Community Support Coordinator. The day and time of these visits should be agreed between you and the client.

If this role sounds like a good fit for you, please get in touch.

Email volunteering@ageukgloucestershire.org.uk or call 01452 422660 to chat to Gail Harrison about this role, organise your DBS check and set a date for your training.