

The Home and Hospital Support Service Scheme is aimed at older people living in the community, who are lonely & feel isolated. The Volunteer would visit the person discharged from hospital or A&E providing support and information.

Supported by: Home and Hospital Support Service Coordinator

Hours: By agreement, but would usually be one to two hours a week

Location: The home of the client and locations required by role

Main Tasks: As agreed with the Home and Hospital Support Service Coordinator, but will include;

- Visiting the client, who has been discharged from hospital or A&E on a regular weekly basis, within the policies and procedures of Age UK Hertfordshire
- Keeping regular contact with the Home and Hospital Support Service Coordinator
- Ensuring the client has adequate heating, lighting, food and drink
- Providing information concerning Age UK Hertfordshire and other services as requested/likely to be useful to the client
- Getting basic shopping, and prepare sandwiches/beverages for client
- Taking the client to collect pension, attend appointments if possible
- Collecting prescriptions as required
- Encouraging client to be more mobile and regain their independence
- All volunteers should read and comply with the policies and procedures of Age UK Hertfordshire

Volunteer Specification The volunteer specification sets out the experience, skills and abilities required for the volunteer role.

Essential Criteria

- Good listening and communication skills
- Good understanding of issues faced by older people with empathy
- Ability to commit on a regular basis
- Ability to keep accurate records and report back to Coordinator
- Ability to deal with and an understanding of confidential information
- Self confidence with an optimistic attitude and ability to work independently
- A full driving licence with use of a car
- A commitment to quality and standards
- A commitment to equal opportunities and anti discriminatory practices
- Ability to follow policies and procedures

Desirable Criteria

- Knowledge of the Health Service
- Awareness of Health & Safety principles
- An interest in health activities and therapies
- Experience of working or undertaking voluntary work with older people
- Ability to keep accurate records
- Willingness to attend training relevant to the role

Benefits:

- References given – after successful placement.
- Opportunity to use and further develop interpersonal skills.
- Opportunity to give back to the local community.
- Opportunity to meet new people and form friendships.
- Free training as relevant
- Reasonable expenses paid

Training: Age UK Hertfordshire offers training relevant to the tasks undertaken. Volunteers are urged to take advantage of this – some training may be considered essential. Informal information events are held on a regular basis.

Additional Information:

Confidentiality: Attention is drawn to the confidential aspects of this role and personal responsibility and liability under the Data Protection Act 1998. Matters of a confidential nature, including information relating to clients or staff, must not under any circumstances be divulged to any unauthorised person.

Health & Safety: The post holder is required to take reasonable care of their own health and safety and that of other people who may be affected by their acts or omissions at work and to ensure that statutory regulations, policies and codes of practice and departmental safety rules are adhered to.

Equality and Diversity Policy Statement: We believe that equality for all is a basic human right and actively oppose all forms of unlawful and unfair discrimination. We celebrate the diversity of society and are striving to promote and reflect that diversity within this organisation.

ENHANCED DBS [DISCLOSURE BARRING SERVICE] CHECK FOR REGULATED ACTIVITY

APPOINTMENT OF THIS POSITION IS SUBJECT TO SATISFACTORY REFERENCES.