

The Visiting Scheme provides a free friendship and support service to people who find themselves isolated and lonely in later life. Volunteers are carefully matched with an older person and will visit them in the older person's home once a week and share news, views and interests. Volunteers will listen to concerns and offer support as required.

Supported by: Visiting Scheme Coordinator

Hours: Usually one hour per week (plus travelling time), on an agreed day that is suitable for both the volunteer and the older person.

Location: In the older person's home

Main Tasks: After an initial meeting with a selected older person, the volunteer visitor will:

- Visit the older person on a regular weekly basis, at an agreed time and on a day suitable to both the older person and the volunteer
- Stay with the client for a minimum of one hour to provide company
- Report any worries or concerns to their Visiting Scheme Coordinator who, with the client's consent, will contact other agencies, as appropriate
- Act within the guidelines and policies of Age UK Hertfordshire
- Confirm any changes in visiting arrangements to your Visiting Scheme Coordinator
- 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 the ability to effectively communicate with older people
- Ability to commit on a regular basis to visit for a minimum of one hour weekly (flexible)
- Ability to empathize with older people
- Full driving licence with use of a car
- Ability to identify any needs or concerns and report back to Coordinator as and when required
- A practical, caring disposition with sensitivity towards, and understanding of the needs of older people and the contribution they make to our society
- Must be over 18 years of age with the ability to work independently
- Ability to follow policies and procedures

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Desirable Criteria

- Knowledge of issues faced by older people
- Experience of working or undertaking voluntary work with older people
- 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.

DBS [DISCLOSURE BARRING SERVICE] ENHANCED

APPOINTMENT OF THIS POSITION IS SUBJECT TO SATISFACTORY REFERENCES.