

Title	Community Support Volunteer
Main purpose and overview of role	<p>Community Support will provide short-term support to Service users aged 60+ who have recently been discharged from hospital, in their own homes or on the telephone. The service aims to help improve their wellbeing and continued recovery at home, enabling them to improve and maintain their independence.</p> <p><i>You will be volunteering for our discharge support service that is delivered in partnership with Harrow Carers.</i></p>
Responsibilities and activities	<p>To report back to Coordinator any concerns and completed tasks.</p> <p>To be allocated tasks by the Coordinator. These tasks could include:</p> <ul style="list-style-type: none"> • Shopping • Small domestic task, such as washing up, changing bedding, general tidying up • Helping prepare snack or light meal • Accompany to a health appointment such as GP, Hospital clinic, pharmacy appointments • Collecting prescriptions • IT support to access health services and /or online grocery shopping • Accompany to social group/health group • Providing the client with information and advice about other services that the client may require • Reading letters and helping with paperwork. • Posting letters and parcels • Support to engage with any services that have been referred or signposted to • Weekly support calls
Qualities and experience required	<p>No formal experience needed, as all necessary training will be given, but you will need to have:</p> <ul style="list-style-type: none"> • Empathy and an understanding of issues facing older people • Patience and sensitivity • Enthusiasm • Reliability and commitment when accepting tasks • Good interpersonal skills and be able to talk to a wide variety of people

	<ul style="list-style-type: none"> • Sensitivity towards people with disabilities • Commitment to the role • We would appreciate any time commitment. However, regular commitment of at least 1-2 hours per week for a minimum of 12 months would be ideal • Attend team meetings twice a year • Attend an Annual Review Meeting with your Manager • Occasional training relevant to this volunteer role • Enhanced DBS Check with access to the Adults Barred List • You will not undertake any form of employment (whether paid or unpaid) for any person (including HHB and Harrow Carers Clients) that you have met as a result of carrying out your duties. Furthermore, you will refrain from contacting any person (including Age UK HHB and Harrow Carers clients) that you have met as a result of carrying out your duties, nor will you provide such persons with the means of contacting you directly outside of the formal means within the service
<p>Checks to be completed for the role</p>	<ul style="list-style-type: none"> • 2 References will be required. One must be from a current/previous employer, tutor or volunteer manager who has known you for at least two years • Enhanced DBS Check with access to the Adults Barred List
<p>What can you expect from volunteering at Age UK Hillingdon, Harrow and Brent</p>	<ul style="list-style-type: none"> • Clearly defined voluntary role within the organisation. • Provide induction, information and training to enable you to carry out your role effectively • Support your development within the role and your personal development by offering appropriate induction, training and feedback opportunities • Provide you with the policies, procedures and standards of the organisation in relation to volunteers • Provide an accessible complaints procedure • Provide references where needed after 6 months volunteering • Out of pocket expenses, can be claimed monthly or be donated back