

<b>Title:</b>	<b>Good Neighbour / Home from Hospital Volunteer</b>
<b>Main purpose &amp; overview of role</b>	The service provides practical support and assistance to older people and aims to boost confidence and physical and mental wellbeing. It helps people maintain their independence.
<b>Responsibilities and activities</b>	<p>Volunteers will be matched with service users in line with their availability and preferred geographical areas. Placements will be short-term according to the task, ranging between a one off occasion to 6-10 weeks</p> <p>Volunteers will provide practical support such as:</p> <ul style="list-style-type: none"> <li>• Occasional / one off practical assistance with a small domestic task or shopping</li> <li>• Collecting prescriptions</li> <li>• IT training; provide practical support helping service users to gain new skills and remain independent at home.</li> <li>• Facilitate social rehabilitation, help service users with accessing community activities which they would be unable to access alone e.g. social group.</li> <li>• Encourage someone to do gentle prescribed exercise—for example, walking short distances</li> <li>• Dropping in for a chat with someone who has recently been discharged from hospital</li> <li>• Providing someone with information and advice about other services that they may require</li> <li>• Accompany to a health appointment</li> </ul>
<b>Qualities and experience required</b>	<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"> <li>• Empathy and an understanding of issues facing older people</li> <li>• Patience and sensitivity</li> <li>• Enthusiasm</li> <li>• Reliability</li> <li>• Good interpersonal skills and be able to talk to a wide variety of people</li> <li>• Ability to speak with those hard of hearing</li> <li>• A commitment to the role</li> </ul>
<b>A commitment to the role and time required</b>	<ul style="list-style-type: none"> <li>• We would appreciate any time commitment. However, a minimum commitment of at least 2 hours per week for a minimum of 6 months would be ideal.</li> <li>• Attend team meetings four times a year</li> <li>• Attend an Annual Review Meeting with your Manager</li> </ul>

	<ul style="list-style-type: none"> <li>• Occasional training relevant to this volunteer role.</li> <li>• You will not undertake any form of employment (whether paid or unpaid) for any person (including Age UK Hillingdon, Harrow &amp; Brent clients) that you have met as a result of carrying out your duties. Furthermore, you will refrain from contacting any person (including Age UK Hillingdon, Harrow &amp; Brent 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</li> </ul>
<b>Checks to be completed for role</b>	<ul style="list-style-type: none"> <li>• 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</li> <li>• Enhanced DBS Check with access to the Adults Barred List</li> </ul>
<b>What can you expect from volunteering at Age UK HHB</b>	<ul style="list-style-type: none"> <li>• Clearly defined voluntary role within the organisation.</li> <li>• Provide induction, information and training to enable you to carry out your role effectively.</li> <li>• Support your development within the role and your personal development by offering appropriate induction, training and feedback opportunities.</li> <li>• Provide you with the policies, procedures and standards of the organisation in relation to volunteers.</li> <li>• Provide an accessible complaints procedure.</li> <li>• Provide references where needed after 6 months volunteering</li> <li>• Out of pocket expenses</li> </ul>
<b>Still interested?</b>	Please contact Monika Marciniak on 020 8589 0071 or e-mail <a href="mailto:volunteering@ageukhbb.org.uk">volunteering@ageukhbb.org.uk</a> for further details.

**Age UK Hillingdon, Harrow and Brent is committed to safeguarding and promoting the welfare of all older people and children within the London Boroughs of Hillingdon, Harrow and Brent**