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| **Role Title** | Good Neighbour Support Volunteer |
| **Department** | Volunteering |
| **Locations** | East Yorkshire |
| **Reporting to** | Befriending and Volunteer Manager |

**Volunteer Role Description**

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| **Reasons to volunteer with Age UK Hull and East Yorkshire:**   * Opportunities to connect with like-minded people and make new friends within the Hull and East Yorkshire community * The rewarding feeling of making a difference to the lives of older and vulnerable people in your local area * Ongoing support and guidance from a dedicated line manager and a friendly, supportive team * Volunteering can boost mental health and wellbeing, keeping you active and engaged * Stay informed with regular updates on the impact of your work and the latest news from Age UK HEY |
| **Role Summary:**  The Good Neighbour Support Volunteer role offers a lifeline to older or vulnerable individuals who may require some help. In short, being a Good Neighbour in your local community.  This is a flexible role, allowing you to choose your level of involvement. Tasks are ad hoc as agreed with us and the client when the need arises. |
| **How the Scheme Works**  The client or family looks at the live map on the Humber and Wolds Rural Action website to identify if there is a volunteer available in the required area. If it is an area that Age UK HEY covers, our contact details will appear, and a referral form can be completed. Once the client’s needs are established, we will contact the volunteer to see if this is something they can complete and will send a job sheet.  Once the job is completed, the job sheet will be signed by both the volunteer and client, before it is returned to Age UK HEY. Any additional jobs or tasks must be agreed upon by Age UK HEY before they are completed |
| **Main Duties:**   * Collecting prescriptions * Emergency shopping (cash and receipts only) * Light gardening * Practical tasks around the home |
| **Boundaries and Guidelines**   * If you are asked to do something different by the client than what you were expecting, please report this back to us. * If you are asked to do some additional tasks, please let us know. * All tasks required will be written on a job sheet for each client. * If an accident occurs, please send the details to us as soon as possible. * Should you have any concerns or a potential Safeguarding issue, please contact us as soon as possible. * On arrival to the property, if you feel unsafe, leave immediately and let us know. * All Volunteer expenses are to be claimed back on the Volunteer Expenses Form which will be in the Volunteer Pack |
| **Training & supervision:**  Full training and support will be provided in addition to a DBS check. You will also have a line manager who you can report to when needed. |
| **Personal Qualities and Experience:**   * Friendly, approachable and empathetic * Reliable, honest and trustworthy * Strong communication and listening skills * Enjoy meeting and talking to new people * Understanding of older and vulnerable people’s needs and a genuine desire to support them * A good sense of humour is always appreciated! |

**For further information about this role or to apply:**

**Email**: [volunteer@ageukhull.org.uk](mailto:volunteer@ageukhull.org.uk)

**Call**: 01482 324644

**Address**: Age UK Hull, Preston Road, Hull, HU9 5HH