

Role Description: Volunteer Health Champion

Job Title	Volunteer Health Champion
Location	<p>We are recruiting a volunteer in each of the following areas:</p> <ul style="list-style-type: none"> • Lancaster • Morecambe • Carnforth
Main Purpose	<p>As a Health Champion you'll attend community venues such as GP Surgeries, Community Centre's and other local 'hubs' in the area, and be involved in hosting 'drop in' sessions to provide information on local services and how people can access them.</p> <p>You'll volunteer your time to chat to people who are at risk of poor health, to see if they could benefit from support which aims to help them to keep well.</p> <p>You'll identify individuals who'd benefit from a 'check in' call to support them to use/act on information they've been provided.</p>
Main Responsibilities	<p>Following training and induction our Service Manager will provide opportunities where you can:</p> <ol style="list-style-type: none"> 1. Link people (and their families/carers) to peer support opportunities by signposting within their local community, to social groups, carers support and condition specific support networks to inform and empower individuals to help self-manage their conditions and know how to access help when they need it, before an issue becomes a crisis. 2. Help people navigate barriers to accessing services by providing information about transport and accessibility. 3. To identify and link people (at risk of admission) to Age UK Lancashire's Living Well Service to identify support needed and enable access to services which meet their needs. <p>You will also:</p> <ul style="list-style-type: none"> • Maintain essential records and activity logs. • Complete mandatory and role specific training.

Salary and Benefits	<p>This role is a volunteer role and therefore salary is not applicable.</p> <p>All expenses will be reimbursed.</p>
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Person Specification: Volunteer Health Champion

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	Communicative Skills	Organisational Skills	Technical Skills
Essential	<p>Excellent communication skills.</p> <p>Excellent listening skills.</p> <p>Ability to relay information and instructions in a clear, accessible, relevant, and personable way.</p> <p>Ability to be empathetic.</p> <p>Ability to maintain confidential communication where applicable.</p>	<p>The ability to organise session delivery to ensure that a client's goals are met in a timely manner.</p> <p>Excellent time management skills to ensure that sessions are delivered within the agreed timeframe.</p>	<p>Confident using smart phone, PC.</p> <p>Able to keep accurate records on the template provided.</p>

Desirable	Confident using a PC and mobile devices.	Able to input data from template into an online system.	
Experience	No specific experience required.		
Behaviours and Values	<ul style="list-style-type: none"> • Willingness to understand the issues and barriers affecting older people and those around them, specifically with regards to Health. • An open-minded approach to individuals, avoiding judgement and stereotyping. • Enjoy working with others. • A commitment to, and understanding of, equal opportunities. • Honest and reliable. • Patient and understanding. 		
Qualifications and Education	No specific qualifications or education required.		