

Mentor Volunteer Role Description

We are looking for dedicated volunteers who can give a few hours a week to support older people who are at risk of social isolation.

As a Mentor you will support older people who need short- to mid-term support following a change in circumstances such as reduced mobility or isolation or loss of confidence after a spell in hospital.

This is a flexible role that gives you the opportunity to help people in a way that you are passionate about, from looking for suitable support networks and activities, to befriending people to support them to try something new, which may include accompanying the older person on the first few visits and helping them to initiate new social relationships.

What's involved?

Help older people to regain their confidence and sense of independence and find ways for them to actively engage in their community

- Use your own experience of life events and help others to adapt to changes
- Promote ageing in a positive way
- Encourage older people to attend social groups e.g. coffee mornings or one-off events
- Any other reasonable activities aimed at enhancing an older persons quality of life
- Complete and return monthly visit sheets and feed back to the project coordinator

You will not be required to provide personal care (e.g. feeding, washing) or give direct medical advice to participants.

What knowledge do I need?

As Mentor, it would be beneficial (but not essential) for you to:

- Have first-hand experience of transitional life events e.g. retirement, divorce
- Understand how life events can impact on physical and mental health/wellbeing
- Be willing to find out about local services and how to support individuals to use them

What skills do I need?

As a Mentor, we ask that you:

- Can confidently talk to people face-to-face
- Enjoy meeting people
- Are a good listener
- Can provide non-judgemental support and encouragement to people in difficult situations
- Are able to respect confidentiality even in difficult situations

- Are able to use your own experience to help others
- Are interested in helping people to find ways to solve their problems
- Are friendly and enthusiastic
- Are honest, reliable, committed and flexible to meet clients' needs

What can I gain from this role?

- A greater awareness of services and activities in your local area
- Training and support in areas such as understanding the barriers to social isolation and appropriate signposting
- Opportunity to meet new people and use and develop your skills

Training

You will receive full training and support to help you to improve your confidence and understanding for this role. You will be required to attend mandatory training before you begin your role. This will cover areas such as boundaries, confidentiality, and safeguarding.

Support

You will be supported by a dedicated member of staff who will ensure that your training and development needs are met, and provide ongoing support as needed.

Expenses

We will refund you for any reasonable expenses, such as travel and activity costs.

Working practices

We ask that volunteers become familiar with all Age UK Leicester Shire & Rutland policies and practices as described in the Volunteers Handbook.

The tasks and activities listed are intended as a summary and may be varied from time to time in consultation with the volunteer concerned.

The role description is intended to clarify the tasks and activities of the volunteer and is for the benefit of all concerned. It does not form the basis of a contract of employment.