**Volunteer Role Outline**

**Health & Wellbeing - Walker**

We want to encourage more participation our activities and services at Age UK Merton by providing all our clients with an excellent service and warm welcome. Our volunteers are invaluable in this. This role description sets out the main responsibilities for volunteers assisting in and outside the centre.

**Main Duties**

* Meet with the same client on a weekly basis at their home, supporting them to go on a short walk (around 20 minutes)
* Maintaining records of client contact and sending this to the Health Programmes Manager and Health & Wellbeing Officer at Age UK Merton on a monthly basis
* Maintaining client confidentiality
* Attending induction and ongoing training
* Attending volunteer meetings
* Keeping in regular contact with the Health Programmes Manager and Health & Wellbeing Officer
* Attending supervision and reviews
* Working within policies and procedures of Age UK Merton

**Skills**

* Mobile, able to walk for up to 20 minutes
* Listening skills
* Understanding and empathy with the needs of older people
* Ability to empower and promote independence
* Ability to adhere to boundaries
* Ability to be open minded and non-judgemental
* Ability to be friendly and patient
* Reliability, punctuality and trustworthiness
* Ability to read between the lines and, with appropriate training, identify instances where the client needs to be referred back to the organisation for assistance with specific issues
* Ability to risk access situations
* Good communication skills especially in English
* Ability to maintain written records
* Agreement and ability to work within organisational policies and procedures
* Availability of 6 months and over preferred