

## Living Well Volunteer Role Description

The Living Well Volunteers offer continuity of support to client's aged 50+ dependent on what their identified outcomes and needs are following a period of initial support given by a Living Well Officer, whereby it may be identified that the client would benefit from some extended support for a longer period. This would not normally exceed 12 weeks support.

### **Accountable to:**

Living Well Services Manager and Keyworker. ***The post holder will be required to undertake a criminal disclosure check to an enhanced level.***

### **Duties:**

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

Example of duties include:

#### **Social:**

- Where new groups have been recommended/agreed with client - attending these social activities/groups with them to build up their social network.
- Finding out about what the client likes to do and encouraging them to participate in other local events etc.
- Help with AUKMM groups, network events, providing a helping hand to the group facilitator (with prior agreement from Services Manager- see Groups Helper role description)

#### **Healthy & Well:**

- Improving physical /mental health and wellbeing e.g. going for a walk with the client.
- Support client to attend health/other appointments (with prior agreement from Services Manager).

#### **Independence:**

- Confidence building whilst doing daily tasks e.g. going to the shops with the client.
- Reporting to the Living Well Officer if there are any access issues with services the client has been referred to so the Officer can call to follow up if needed.

#### **Connect:**

- Having a cuppa and a chat in the client's home.
- Provide digital support to client to help them learn how to shop online, book their own appointments, chat/connect with family and friends, join our WhatsApp digital quiz group, search trusted traders registers in their local area any other online information.

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

### ***What we are looking for***

- We are looking for people willing to bring energy, enthusiasm and commitment to the role.
- A willingness to devote the necessary time and effort.
- An ability to work effectively as a member of a team.
- A willingness to undertake mandatory training in subjects like Safeguarding Adults, Equality & Diversity, Health and Safety.
- Commitment to the principle behaviours of Age UK Mid Mersey:
  - Care and Competence. Pride in what we do for you and us.
  - Empathy, Respect and Integrity for Staff and Clients.
  - Take time to listen and understand.
  - Work together and trust each other.

### ***Personal skills and qualities***

- A strong personal commitment to equity, diversity and inclusion.
- Able to work in a team.
- Reliable with Good time keeping.
- Empathy.
- Interest in supporting adults aged 50+.
- Enthusiasm for our vision and mission.
- Willingness to act according to our values.
- You do not need previous experience – we will provide a full induction and training.

### ***Terms of appointment***

The number of days and hours will be negotiated between the volunteer and line manager/key worker. As a minimum for continuity with client we would ask for an initial commitment of 2-4hrs per week, per client.

### ***What we offer***

- The chance to be part of an exciting team who will support and develop you with ongoing training
- The opportunity to be involved with outings with our service users
- The chance to make a real contribution to Age UK Mid Mersey's work •
- Paid travel expenses

A volunteer is someone who provides unpaid support to Age UK Mid Mersey.

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