

# Integrated Care Volunteer Role Outline

<b>Projects:</b>	<b>North Tyneside Care Plus Team</b>
<b>Time requirement:</b>	Average 2-4 hours per week, flexible
<b>Location:</b>	Various locations within North Tyneside
<b>Accountability:</b>	<b>Relevant project Coordinator</b>
<b>Training:</b>	Induction Supervision Safeguarding Training Wheelchair Training if volunteers wish to support people who use wheelchairs
<b>DBS (prev. CRB):</b>	All volunteers are vetted through the Disclosure and Barring Service (DBS) for safeguarding purposes before starting the role and two character references will be required.

## **Background Information:**

Age UK North Tyneside works in partnership with TyneHealth to deliver the Care Plus service. This service is a GP referred Community Service providing assessment and intervention to moderately and complex frail patients, who are at risk of repeat admissions to hospital, in a multi-disciplinary way. The aim of this service is to help older people in North Tyneside become more independent and get involved in the community. Often older people these services support are frail and have several long term conditions and this has meant they have become isolated and have lost confidence to get out and about.

Volunteers are needed to support these customers in various roles:

- Supporting someone to build their confidence to get out and about to community groups and activities, ranging from one-off support to regular support for around 3 – 4 months
- Helping someone settle in at home after they have been in hospital

## **General information about this volunteering opportunity:**

You will be assigned a designated Coordinator who will maintain regular contact with you, and you will work together as a team. You will also be required to keep a brief record of what you have been doing if you are supporting someone on a one-to-one basis.

Any particular skills, interests and hobbies that you have will be incorporated into this role whenever relevant and possible. There are no set hours as this role will be tailored to your own wishes and the needs of the people you will be supporting.

## Some of the things you might want to know about volunteering with Age UK:

- Good communication and listening skills are essential
- Building a rapport with people so that they feel confident and comfortable talking to you is a large part of the role
- An awareness and understanding of confidentiality is vital but we provide full training in this area during your induction
- An understanding of, and empathy with the needs of older people is important in all of our volunteering roles
- Reliability, patience and sensitivity as well as a sense of humour are extremely important in these roles, as well as being trustworthy and respectful of people's individuality
- All of our volunteers must respect different cultural values and work in a non-discriminatory manner
- We would like our volunteers to have understanding of the value of supporting individuals to work towards doing something for themselves, rather than doing it for them, and this is covered in the induction
- We do request that you are able to undertake our induction and training before we can match you with a customer or group, and this will help you to get to know us, our values and more about the roles. We also need you to be able to work to guidelines and partake in ongoing support and supervision sessions with your designated Coordinator or Manager
- We support you to be able to identify when you might need to alert key staff to any issues of concern via our induction and Safeguarding training
- We cover the cost of your DBS checks, your induction, and training you may need and we also pay you any out of pocket expenses
- We hold regular events for our volunteers so you can meet each other and the staff involved in our services, also so we can show our appreciation of your hard work - and there is usually some delicious cake involved!