



Role Description

This role description in no way implies or states that a contract of employment is – or will be – offered. This is a voluntary, unpaid role.

Aims and Goals

This service enables older people to carry on living independently in their own home. Being a Handypersons volunteer you are an important part of ensuring that older people are able to stay at home for longer and are safe.

Tasks you may be asked to perform

Collecting materials for the task.
Fitting and testing smoke alarms.
Minor decorating tasks.
Minor plumbing tasks.
Putting up shelves.
Minor home repairs.

Changing plugs.
Improving home security.
Improving safety in the home.
Putting up / taking down curtains & rails.
Moving furniture.

Age UK Northamptonshire, The William and Patricia Venton Centre, York Road, Northampton NN1 5QJ
Registered charity 1059995

Your responsibilities as a Volunteer

- To ensure that your personal appearance is to an appropriate standard.
- To identify yourself in wearing a Volunteer ID badge / lanyard or produce ID to the client.
- Always notify client when you will be visiting and preferably prior to the visit.
- To be polite to clients at all times.
- To report any problems, accidents or illnesses concerning clients immediately to the Service Co-ordinator.
- To report any problems relating to the tasks being performed to the Service Co-ordinator.
- Notify the Service Co-ordinator as soon as possible if you are unable to visit a client.
- Notify the Service Co-ordinator of any times you will be unavailable.
- Notify the Service Co-ordinator any changes to your circumstances which may affect your ability / availability as a Volunteer.

Important Points when Volunteering

- Be polite and accommodating towards clients.
- Report and safeguarding concerns to your Service Co-ordinator.
- Do not give advice on matters other than those directly involved with your role. Refer general enquiries to Age UK Northamptonshire and provide the appropriate contact details.
- Under no circumstances must you give any medication, including paracetamol.
- Do not advise client's on their medication.
- Maintain confidentiality at all times. Do not discuss fellow volunteers, staff, or clients with others.
- Refer and report and concerns to the Service Co-ordinator.
- Do not take the client out on your car.
- You will never be asked to provide personal care or perform manual handling manoeuvres.
- You must never lift a client for any purpose – even if they fall on the floor. Your responsibility is to reassure them, keep them warm and comfortable and call an ambulance to get them up and check them over.
- If the Client is not answering the door, do not break in but attempt to knock multiple times. If you are unable to reach them, contact the Service Co-ordinator as soon as possible. In the event of an emergency call 999.
- Only go to the client's home upon the time agreed with the coordinator. Once you have left, let the coordinator know by way of a text/email.
- Whilst at a client's property, if you notice other areas of concern (e.g., frayed carpet), please inform the Service Co-ordinator – do not carry out any additional work until it has been agreed between client and Service Co-ordinator.

- Under no circumstances should you personally accept money or goods of high value from a client. Should a client persist in wanting to pay you, then speak to the Service Co-ordinator. Where payment for materials is necessary, there is paperwork that must be completed – your Service Co-ordinator will explain the process to you.

Electrical Safety

There are two main risks with electricity:

1. Electrical shocks:

When electricity passes through the body it causes shocks. Burns can kill!

2. Fires:

Safety rules when using electrical appliances:

- (i) Follow the 1+1 socket rule.
- (ii) Avoid using adaptors.
- (iii) Do not use appliances with a frayed or damaged cable/flex or one that has a damaged plug.
- (iv) Make sure the power is switched off before inserting or removing a plug from a socket.
- (v) If switches or sockets get hot, turn them off. They should be checked before further use.
- (vi) NEVER touch light switches or handle electrical appliances with wet hands.
- (vii) NEVER carry out repairs and maintenance yourself. This should only ever be carried out by a qualified person.