

Thank you for your interest in volunteering with Age UK Norwich. Volunteering is an amazing way to give something back to your local community and our existing volunteers tell us they find volunteering an enjoyable and rewarding activity for a range of reasons, such as learning new skills and meeting new people.

This document outlines the key aspects of this volunteering opportunity, its duties and the skills and experience we look for.

All our volunteer roles are subject to a Disclosure and Barring Service (DBS) check.

ABOUT THE ROLE

The COVID-19 Pandemic has brought its own challenges and difficulties. Many people are now required to stay home to keep safe due to various reasons and health conditions. We know this has created more difficulties especially for those who have always lived active lifestyles.

Our Health @ Home team will help those over 50 maintain a healthy lifestyle at home and help them achieve their goals, whether it's losing a few pounds, being steadier on their feet, or need a little encouragement to do those exercises their GP or physio has recommended.

Our trained instructors visit either their home or somewhere local to them and offer fun sessions to help keep active. We also offer support on other things, like help getting online, or other issues in the home that they may have.

Working with one of our instructors you will be visiting the client's homes together and your role will be to assist the instructor in delivering the session. This could be in ensuring the client is doing the exercise correctly, doing the activity with them, making sure the client is confident in what they are doing, and offering support and encouragement.

RESPONSIBILITIES

- You will be responsible for helping the trainer to run a safe and effective session.
- You will help the client to feel at ease, encourage them and recognise their achievements.
- You will support the trainer with any necessary first aid.
- You may be asked to demonstrate exercises under the guidance of the trainer.
- You may be asked to help with small equipment such as balls, resistance bands and light dumbbells.

TRAINING

- Volunteers are required to attend a **Volunteer Induction Session**, prior to the starting their placement. This will be delivered by our Volunteer Coordinator.
- Volunteers are required to attend **Role Training** before commencing the role. This will be delivered by the **Sam Apeh** from the Community and Neighbourhood Team.
- First Aid Training will be arranged before home visits can start
- For volunteers who want to develop their skills there is an opportunity to undertake a seated exercise qualification.
- Mental Health Training will be given looking at dementia and anxiety, especially following COVID.
- Whilst supporting us as a volunteer, refresher training may be required to keep-up-to-date with best practice and/or Age UK Norwich policies and procedures.
- For specific clients with complex needs, further short-duration training may be required, however this will be discussed with you, prior to any placement.

ROLE BOUNDARIES

- Volunteers are not required to deliver any personal care (such as washing, dressing, bathing or toileting) or manual handling (such as lifting or moving) of clients.
- Volunteers are not required to undertake any fundraising activity.
- Volunteers are not required to teach any exercises.

PERSON SPECIFICATION

The table below outlines the skills and background that would suit this opportunity.

Essential	Desirable
An enjoyment of exercise and movement.	Previous experience of exercise classes or gym sessions.
Confident meeting new people and an ability to listen and engage in conversation.	Previous experience of working with older adults in a home environment.
Own transport.	Previous First Aid Training.
The ability to respect confidentiality and exercise discretion where personal details are divulged.	

The ability to respond to remain calm under pressure in an unfolding situation.	
Flexibility - sessions are sometimes cancelled or rearranged at the last minute due to client needs.	

PRIMARY CONTACT

The Health@Home Support Volunteer is part of our Community & Neighbourhood Support Department. Volunteers report to Amy Goreham who is the primary day-to-day contact.

TIME COMMITMENT

Time commitment will vary depending on client's needs. Sessions typically last 30 minutes to an hour. On a weekly basis you could be assisting with between 1 -3 sessions. Ideally you will work with the same client over 6 - 12 weeks on a once weekly basis. Sessions are sometimes cancelled at the last minute.

AGE RESTRICTIONS

Volunteers must be over the age of 18 for this service.

LOCATION

Various depending on clients address but within Norwich.

SUPERVISION

We will hold regular supervision sessions to make sure that you are happy in the role, and for you to let us know if there are any problems.

One-to-one supervision will take place every 3 months by Amy Goreham.

EXPENSES

Travel costs and any service-related expenditure incurred on behalf of the charity will be reimbursed. These must be pre-approved and claimed in accordance to the Age UK Norwich Expenses Procedure.

This role is voluntary therefore no reimbursement will be made for any time given to support this activity.

