

## **Volunteer Role Description**

### **Linking People Together Volunteer**

#### **Role of an LPT Volunteer**

LPT volunteers provide friendly, structured support to older people, usually over a 6–8 week period. The aim is to help clients build confidence, reduce loneliness, and enable them to reconnect with their community. Volunteers work with clients to achieve agreed small goals and support them to take steps towards greater ongoing social independence.

This role forms part of Age UK Solihull's commitment to preventing loneliness and helping older people stay active and connected.

The volunteer will provide a supportive relationship that enables older people to build their confidence and enables them to maintain a sense of independence and inclusion.

#### **Tasks of an LPT Volunteer**

The tasks undertaken by an LPT volunteer will vary depending upon the aspirations of the individuals they are supporting but will always be governed by the policies and procedures operated by the service.

The following list provides the range of tasks and the approach to be adopted whilst volunteering with the service:

- To develop and promote a positive and supportive relationship with the older people with whom you are matched.
- Provide weekly support via phone calls or face-to-face for up to 6–8 weeks
- To establish and maintain appropriate boundaries in the relationship.
- Work with the person to achieve their chosen short-term goals (e.g. find and attend a new activity, trying out a new hobby, learning a basic digital skill.)
- Encourage and motivate the individuals to take steps toward their goals.
- Share information about local community groups, activities, or services as and when needed.
- Support the individual to practise confidence-building skills (e.g. making phone calls, attending a first session.)
- Help the older person to increase social connections and independence.
- Let the team know about any concerns or changes in the older person's situation.
- Complete a brief feedback form after each weekly contact.
- Celebrate the client's progress at the end of the support period and help them plan their next steps, in conjunction with the LPT Coordinator.
- To be consistent and dependable.
- To uphold Age UK Solihull's core principles, vision, culture and values and abide by the policies and procedures of the service and the organisation.
- To volunteer in conjunction with the Linking People Together Coordinator to ensure service quality.
- Participate in volunteer supervision and volunteer meetings.

## **Experience, skills and attitudes required**

The project promotes an inclusive service that recognises the wide range of skills and experiences that volunteers can bring to the project and their role in helping to reduce loneliness and isolation amongst older people.

The volunteer person specification outlines the range of skills, experience and attitudes that we believe are relevant to the role:

### **Essential requirements**

- All volunteers will be over the age of 18 prior to being matched with an older person within the project.
- All will be required to successfully complete an informal interview and mandatory training, some via eLearning\*
- All volunteers will be subject to a Disclosure and Barring Service (DBS) check.
- Volunteers will come from all walks of life, with a range of experiences and skills to offer. There are no specific educational qualifications required, and we aim to recruit people with suitable potential as well as those with any relevant experience or qualifications.
- We are looking for people who will embrace the principles and values that we share and promote when supporting older people.

### **Personal qualities**

- Able to communicate well with other people, particularly older people
- Friendly, patient and approachable
- Good listener with empathy and understanding
- Reliable and consistent with weekly contact
- Able to motivate and encourage others
- Comfortable working to short-term goals
- Able to uphold confidentiality and professional boundaries
- Non-judgemental, inclusive, and supportive of older people
- Willing to seek advice when unsure about anything

### **Personal values**

- An ability to accept people for who they are, non-judgemental
- A respect for others as being of equal worth

### **Training**

\*Volunteer Mandatory training includes:

- Boundaries, safeguarding, communication skills, and goal setting
- Confidentiality, Data Protection and Cyber Security
- Health & Safety
- Lone Working
- Dementia Awareness
- Equality & Diversity
- Infection prevention and control

### **Minimum Commitment**

- 1.5 – 4 hours per week

### **Expenses**

- All reasonable out of pocket expenses are reimbursed monthly (following submission of expenses details). Mileage allowance is paid at 45p per mile.

### **Support Provided**

- Ongoing supervision and support from staff

### **Benefits of Volunteering**

- Make a meaningful difference to an older person's life
- Build your skills in communication, goal-setting and support work
- Gain confidence and experience for future roles
- Meet new people and feel part of your local community
- Flexible, rewarding.