

Home Assessment Volunteer

Role profile

Overview: A challenging and rewarding role in supporting older people in Southampton to access vital support and activities to improve their health and wellbeing.

Location: Age UK Southampton (AUKS) both office-based and in older people's homes.

Home Assessment Volunteer responsibilities:

- Carries out home visits with an older people to ascertain how Age UK can best support them in their day to day lives
- Adopts a person-centred approach to ensure access to services that best suits their needs and wishes
- Makes use of a 'guided conversation' tool to assist in identifying information and services relevant to their situation
- Explores their suitability for AUKS Home Visiting Service alongside access to other forms of social support
- Keeps accurate written records making use of the 'Charity Log' data management system.
- Engages with other team members to ensure a co-ordinated approach in the delivery of AUKS services

Personal qualities:

- An understanding of the work of Age UK Southampton
- A keen interest in older people, their wellbeing and issues affecting later life
- Patience, understanding and an empathy with the needs of older people

Key skills:

- Good communication and listening skills
- A good level of verbal and written English language skills as we work with older people who may have sensory or communication impairments
- Good organisational skills and basic computer literacy.
- Ability to work on own initiative as well as part of a team
- Previous experience of working with or supporting older people desirable
- car driver is desirable because of the nature of this role

Time commitment:

Half to one day per week as agreed with the Home Assessment Mentor/ Head of Service.
Within office hours 9.00-4.00pm Monday-Friday