

# Visiting Volunteer

## Role profile

**Overview:** Regularly visit an older person to provide companionship and social contact

As we grow older we all face new challenges but that doesn't stop us from wanting a fulfilling independent later life. Age UK Southampton is passionate that everyone should have the opportunity to be able to make the most of later life whatever the circumstances.

Visiting Volunteers play a key role in improving the well-being and quality of life of older people in the community by helping to reduce loneliness and isolation. Having the time to listen to someone can empower them, improve wellbeing, build confidence and self-esteem and help support our older people to stay independent and live at home for longer.

**Location:** Client's home. The service operates in the SO14-SO19 areas of Southampton. Visiting Volunteers are geographically matched to people closest to them wherever possible.

### What does a Visiting Volunteer do?

- Regularly visits an older person at home on a one to one basis
- Provides companionship and social contact, helping to reduce loneliness and isolation
- Maintains appropriate boundaries in the relationship maintaining a position of trust
- Work with individuals in a non-judgemental and non-discriminatory way
- Treats everyone that comes into contact with the service with dignity and respect
- Deals appropriately with confidential and sensitive material.
- Monthly reporting of volunteering hours to Line Manager

### Works with the organisation to:

- Adopts a team spirit and recognises they work as part of a wider team
- Keep records of time spent with individuals and outcomes as required
- Report any concerns to their Manager
- Support staff with information sharing and updates
- Attend a Service Induction and ongoing training as required for the role
- Attend any support and training meetings with their Manager

**Skills, personal qualities and practical requirements most suited to this role:**

- An understanding of what the charity does
- Enthusiasm for the role and supporting older people
- Patience, understanding and an empathy with the needs of older people
- A positive outlook and a good listener with a caring, sensitive manner
- Good communication with a good level of verbal and written English language skills
- Non-judgemental and non-discriminatory approach
- Reliable, dependable and flexible
- Able to maintain professional boundaries and work within the role description
- Able to work within our policies and procedures including safeguarding, data protection and confidentiality
- As this role requires direct contact with vulnerable adults an enhanced Disclosure & Barring Services (DBS check) will be carried out.

**How much time is involved?**

Hours/days by mutual arrangement between yourself and the client but we request a minimum of 1 hour a week for visits and a 6 month commitment due to the nature of the role

**Expenses and Insurance:**

We will cover agreed out-of-pocket expenses for volunteers (e.g. travel costs) and also insure you for the time you are volunteering with us.

**Training & Development:**

- AUKS general and role-specific Induction and where possible, involvement with other areas of AUKS work to understand the range of activities provided
- All Volunteers are required to adhere to Age UK Southampton's policies and procedures at all times, including, but not restricted to, safeguarding, lone-working and confidentiality policies.

**How do I volunteer?**

If you are interested in volunteering with the Visiting Service please contact the Support Services Team Leader at [volunteering@ageuksouthampton.org.uk](mailto:volunteering@ageuksouthampton.org.uk). You will be guided through the volunteer recruitment procedures which include a volunteer application form, interview and take up of references. As this post requires direct contact with vulnerable adults an enhanced DBS check will be carried out.

**Responsible to:** Wellbeing Services Team Leader for client queries/concerns. Support Services Team Leader for queries about the Visiting Volunteer role.

**Additional support from:** Head of Services