

Volunteer Role Outline and Person specification

Hours of volunteering: A minimum of **4 hours per week**, on a day to be agreed with the LITF Co-ordinator. No weekends.

Responsible to: LITF Co-ordinator

Expenses: Age UK Sunderland will repay all out of pocket agreed expenses (e.g. travelling) on production of receipts/bus tickets. Forms to be completed monthly.

Our Mission Statement

Age UK Sunderland aims to promote the well-being of all older people throughout the City of Sunderland, improve their quality of life and help them maintain independence

Loneliness & Isolation Task Force (LITF)

Project Summary

Loneliness and isolation are life threatening issues which debilitates older people's health & wellbeing in all areas of their lives, however the impact of Covid-19 has amplified this issue significantly.

Due to the significant challenge of increasing prevalence of loneliness and isolation as a consequence to Covid-19 restrictions, there has been a marked rise of these issues experienced by older people including those with mild to moderate dementia across the City of Sunderland.

The purpose of the LITF is to reduce loneliness and isolation in older people Aged 50+ and help them to gain access to community support services when it is safe to do so in line with the government road map.

"Loneliness and social isolation are different but related concepts. Social isolation can lead to loneliness and loneliness can lead to social isolation. Both may also occur at the same time. People can experience different levels of social isolation and loneliness over their lifetime, moving in and out of these states as their personal circumstances change. Loneliness and social isolation also share many factors that are associated with increasing the likelihood of people experiencing each, such as deteriorating health, and sensory and mobility impairments." Care Connect and Age UK (2018).

Role Outline

Main Duties:

- To identify and make contact with older lonely, isolated people aged 50+ including those with a low to medium diagnosis of dementia across the City of Sunderland to help them integrate back into community support services when Covid 19 restrictions ease.
- To offer support to older people who are unable to fully integrate back into the community to reduce loneliness & isolation via a variety of support interventions until they are able to do so.
- To support older people to reduce loneliness and isolation and help build confidence to access local amenities such as community clubs and physical activities to support social interaction and enable independence
- To offer telephone calls or home visits to older lonely, isolated people depending on individual needs
- To provide low level interim support e.g. shopping support when required
- Offer a person centred approach of support based on individual need.
- To raise awareness and promote and refer into the wider services of Age UK Sunderland and other voluntary and statutory support services
- Be part of a dedicated team of LITF volunteers and offer support when needed.
- Volunteers must commit at least 4 volunteer hours per week to the LITF project.
- Volunteers must report directly to the LITF Coordinator and adhere to all instruction given.

Your volunteering role will require you to:

- Establish and maintain an effective working relationship with older people aged 50+, and their carer/s, to enable the provision of appropriate support.
- Immediately report any issues or concerns to the LITF Co-ordinator
- Engage and participate in training sessions organised for Age UK Sunderland volunteers and more specifically LITF volunteers
- To adhere to the relevant Age UK Sunderland policies and procedures, such as Confidentiality, Safeguarding, Health and Safety, and Equal Opportunities.
- Volunteering role is subject to an enhanced DBS check and subject to a 6 week trial period.

Specific Responsibilities

- The specific responsibilities of the role will vary depending on the needs of the service and the older person.
- Support may take place in the home of the older person but may also involve accompanying the person on external visits or appointments e.g. to a local café, park, shops, G.P or hospital.
- A record must be made of every contact and details passed to LITF Co-ordinator at the end of each week.
- All Age UK Sunderland policies and procedures must be adhered to at all times to ensure the safety of the volunteer and the older people supported.

Person Specification

- A strong level of empathy and respect for older people
- Good communication skills (written & verbal)
- An understanding of the need for confidentiality
- Reliability and trustworthiness
- A sense of humour
- Previous experience of volunteering (desirable but not essential).