



## **Living Well Link Service**

### **Volunteer Role Outline and Person specification**

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#### **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

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#### **The Living Well Link Service**

This Living Well Link service aims to put older people in personal control of their health and well-being by providing them with practical support in their local community.

The service is based in Sunderland working in 5 locality areas West, East, North, Washington and Coalfields.

We are looking for volunteers to work in each locality. The volunteer would provide crucial support to older people in their local community. They will assist the Living Well Link workers to support older people to stay independent and healthy so that they can be as well as they can be.

The volunteer would be part of a dedicated team which puts the needs of older people first. The Living Well Link service focuses on connecting older people to services and support within their local community.

#### **Main duties.**

To provide support to the Living Well Link Service.

This will include:

- Provide social contact for those at risk of social isolation
- Provide interim support to help support the older person whilst support is put in place.
- Provide one to one support
- Raise awareness and promote the services of Age UK Sunderland
- Adhere to the relevant Age UK Sunderland policies and procedures such as confidentiality, health and safety, and equal opportunities

### **Your role will require you to:**

- Provide dedicated support to the Living Well Link Service
- Establish and maintain an effective working relationship with older people, and their carer/s, to enable you to provide appropriate support.
- Immediately report any issues or concerns to the Living Well Link Co-ordinator
- Engage and participate in training sessions organised generally for Age UK volunteers and more specifically for Living Well Link Service volunteers

### **Specific responsibilities**

- The specific responsibilities of the role will vary depending on the needs of the service and the client.
- Client support will take place in the home of the service user but may also involve accompanying the person on external visits eg to a local café, park, shops, hospital appointments.
- A record must be made of every meeting and details passed to the relevant support worker.

### **Person specification**

- A keen interest in supporting older people
- Excellent inter-personal and communication skills
- An understanding of the need for confidentiality
- To be reliable and trustworthy
- Ability to keep clear and concise records
- Willingness to engage in training and attend an induction meeting

### **Expenses**

- Reasonable agreed expenses will be paid each month on completion of the relevant form along with supporting evidence. Further details will be outlined on induction.

<p><b>PLEASE NOTE:</b> This post is subject to an Enhanced DBS clearance. This means that this post is exempt from the provisions of the Rehabilitation of Offenders Act 1974 and any unspent convictions must be declared. This post is subject to a 6 – 8 week trial period.</p>
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