

Volunteer role profile: Home from Hospital Support Volunteer

About Age UK Sutton

Age UK Sutton is an independent, local charity whose mission is to improve the wellbeing of all older people in Sutton, and make later life in Sutton a fulfilling and enjoyable experience. The charity provides a range of services and support including Information & Advice, befriending, help at home, activities and social opportunities.

What do Home from Hospital volunteers do?

Home from Hospital is a free service offered to older people who have no one else they can rely on when they are discharged from hospital. Our Home from Hospital volunteers help them with practical tasks, like light cleaning or shopping, and offer much valued emotional support and motivation at a time when the older person needs it the most.

Is it for me?

Volunteers with this service are sympathetic towards the challenges older people face, especially matters relating to their wellbeing. Using that understanding greatly helps to support and empower the older person to remain independent. He/ She must be a good listener with a warm and friendly manner with the ability to put people at ease

What will you get out of it?

- The knowledge that your help makes a direct impact on a person's life
- You enable us to provide a critical service in the community for older people
- It offers experience of the health and social care sector
- Volunteers tell us the role is very fulfilling and rewarding

Location: in people's homes within the London Borough of Sutton

Role description: The Home from Hospital service must adapt to each service user as their situation is unique to them, so the role is varied but can include the following:

- Providing practical tasks such as shopping, meal preparation, prescription collection and light cleaning tasks
- Offering the service user emotional support to help rebuild their confidence
- Enabling the service user access/ link in to the outside world.

Summary of Duties:

- Visiting the service users in their own home for a couple of hours a week, for up to four weeks, to help clients regain their confidence and independence
- Assisting with various practical tasks (not to include any personal care)
- Providing emotional support
- Ensuring adequate food and drink is available, providing a basic meal where necessary, checking the food in the fridge and disposing of any out of date food in consultation with the service user
- Identify ongoing support services which may be of assistance to the older person

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- To identify any potential risks to the service user's safety, security and health and to monitor their general wellbeing, raising any issues of concern with the Age UK Sutton manager

Skills and knowledge:

- A strong sense of empathy towards the needs of older people
- Have a "can do" attitude and a creative mind set
- Good written and verbal communication
- Good listening skills, a warm and friendly manner
- Enthusiastic about enabling and empowering isolated people to improve their wellbeing through social contact

Expectations:

- Be reliable and trustworthy
- Participate in induction with ongoing training throughout placement
- Due to the nature of the role, we would like volunteers to commit to a minimum of 9 months with the project
- Comply with the Age UK Sutton policies on Equality and Diversity, Health and Safety and confidentiality.

Further Information:

- DBS clearance is essential
- A mobile phone is essential
- Report to the Head of Health and Social Care
- Expenses covered (expenses forms can be requested through the office)