

## Volunteer Role Description:

### Community Neighbour Volunteer

#### **Introduction**

Age UK West Sussex, Brighton and Hove enable older people to Love Later Life. Our aims are to promote the wellbeing of all older people; to make later life a fulfilling and enjoyable experience and to enable people to flourish. We deliver a range of services and activities to meet older people's needs.

Services in the Brighton & Hove locality include Information & Advice, Help at Home, Post-Hospital Stay Support, Nail Cutting, IT Support, Social Support and Activities.

This role involves working as part of our Brighton Activities Team to assist older people in the city to reengage with the local community post pandemic. The role is designed to reconnect older people with their local neighbourhood, regain confidence and social connections.

The main goal of this service is to reduce social isolation and improve physical and emotional wellbeing.

#### **Time involved**

This role involves taking part in training provided by Age UK West Sussex, Brighton & Hove as well as committing to supporting an older person over a number of weeks. Ideally the volunteer would be able to commit at least an hour a week for 6 months.

#### **Responsible to: Brighton & Hove Development Manager**

#### **Based at: Across Brighton & Hove City Centre**

#### **Key responsibilities**

- Receive referrals from the Brighton & Hove Development Manager
- Visit clients on their doorsteps and out in the local community
- Support clients in line with Brighton & Hove Development Manager's guidance, the client's needs and feedback progress/issues to the Brighton & Hove Development Manager
- Maintain logs of your interaction and submit to your line manager monthly

- Liaise closely with the Brighton & Hove Development Manager, seeking advice, guidance and support where required
- Carry out tasks according to Age UK WS policies and standards, in particular on safeguarding, confidentiality, anti-discriminatory policies and health and safety.
- To report any concerns or safeguardings to the Brighton & Hove Development Manager and liaise appropriately.
- To follow the Lone Working Policy and guidance.

Your safety is paramount and it is essential that you do not enter a client's property as well as letting a loved one know where you are visiting and expected finish times.

If you are unable to find a lone working buddy, please speak to the Brighton & Hove Development Manager and we will support you to find a lone working buddy.

- Adhere to the new GDPR regulations
- Participate in training sessions and meetings as necessary.

### **Previous experience and role requirements**

No specific previous experience or qualifications is required as training and on-going support will be provided. Any potential volunteer will need to be able to demonstrate:

- excellent listening and communication skills
- empathy
- the ability to work confidently on own initiative and know when to seek help and support
- willingness to attend scheduled training days, Age UK volunteer induction and any other training deemed essential to the role as identified
- commitment of at least one session/day per week is required for this role
- Willingness to undergo a DBS check

### **Equal Opportunities**

Age UK West Sussex, Brighton and Hove is committed to anti-discriminatory policies and practices and it is essential that the post holder is willing to make a positive contribution to their promotion and implementation.