

Volunteer Role Profile



Volunteer First Point of Contact Community Navigator

Purpose of the Role:

Age UK West Sussex, Brighton and Hove FPOC service provides support to people to enable them to access the information they require to be able to move their issue forward.

The service covers the whole of West Sussex, Brighton and Hove. The service is delivered by a team of volunteers.

To contribute towards the provision of information & advice service across both counties supporting people 50 and above their families, carers and friends. You will be supporting people with information and signposting by answering enquiries from the public over the telephone, responding to requests for signposting and routing clients who need advice to the most appropriate adviser. You will be supported by the First Point of Contact (FPOC) coordinator.

For the most vulnerable you will navigate people to the help they need this maybe by an internal referral to one of our own services or an external referral to partner organisation or services.

You will support the service by researching services and organisations and contributing to our information database.



Main tasks:

- To provide a wide range of information to older people, their families and carers, meeting the AQM 'Quality' standard and Age UK IAQP in accordance with Age UK West Sussex, Brighton and Hove policies and procedures
- To provide clients with information in relation to their issues to enable them to make informed choices. Offering our information guides and factsheets where applicable
- To identify the key issues and signpost to the most relevant service or advisor
- To ensure clients are either provided with or can access the support they need to achieve their desired outcomes
- To support the most vulnerable with the next steps by navigating them to the most appropriate service or organisation making direct referrals both internally or externally
- To ensure that clear and comprehensive records of all enquiries are received and noted how they were resolved, enter them on our bespoke database, with all relevant documentation attached to the client record. Follow the benchmarks for the service.
- To attend and contribute to team meetings either remotely through Microsoft teams or face to face
- To attend relevant training applicable to your role ensuring you have the most up to date information required for the role.
- To liaise with the FPOC coordinator to ensure correct information is given and check that there are no missed issues
- To support the FPOC with training and support of other volunteers
- To understand when to refer onto then advisors for further support.

Role requirements

This role requires:

- Good Computer skills including MS packages, MS teams and ability to use our bespoke database
- Good communication
- Good listening skills
- A professional manner
- Able to think outside the box
- Respect for difference
- Minimum three hour commitment a week

Let us know straight away if:

You have any concerns about the client, have they raised any issues that make you think they are at risk.

Confidentiality

We expect you to maintain confidentiality - please don't talk about the client's personal details to anyone, including your partner or friends. The only exception to breaking confidentiality is safeguarding and you should then only discuss the concerns with your line manager. If you are talking about a client in a group debrief session, please only discuss the case details that are relevant to the session and ensure you anonymise.

Safeguarding

You may come across clients who are at risk of abuse, neglect or harm. We need to ensure these cases are followed up and you can help us to do this. It doesn't matter if you cannot provide all of the information required or if you are unsure about what kinds of potential harm you are reporting.

These risks might include: scamming, being physically harmed, medication error, indications of being a victim of crime, significantly mentally confused, or at risk of harming themselves.

Even if someone tells you something in confidence, you must say that you are now worried about them and have a duty to let someone else know.

Please remember that in an emergency situation, where there is immediate risk of serious harm to a person or property call 999.

Boundaries

Boundaries are important to maintain safe relationships for both parties.

It is important that you maintain a professional distance. Do not disclose personal information about yourself or give out your phone number always give the main office number 01903 731 800.

This will make sure that you are also safe and not taking on any emotional stresses that will leave you feeling vulnerable or anxious and/or worried too.

Someone may have a practical or emotional difficulty that they need help with and you can pass that on. It is natural to want to help someone, and the right services have the qualified social workers, therapists and medical professionals that are able to do this. This is their role and they have the right information, support and supervision in their organisations to do this safely.

When boundaries are not maintained you can be left feeling taken advantage of, the recipient can ask/expect unrealistic things from you and ultimately it can leave people feeling as though they are not getting what they need from the volunteer role or from the service. If you feel that someone is asking for or discussing something that you are not comfortable with, then talk to us and we can support you with how to work this through.

Volunteer Agreement

I have read and understood the above Role Description and would like to become a volunteer for this service.

Signature.....

Date.....