

## Volunteer role Description



### Community Neighbour Volunteer

#### Introduction

Age UK West Sussex, Brighton and Hove (AUKWSBH) 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 Horsham Locality include: **Community Agents** to provide social support and to connect people into activities and services in their local area, plus **Information & Advice** (by telephone), **Help at Home (Home helps, Gardening, Handyperson)** (paid for service), **Support at Home After Hospital** (in person), **Take Home [from hospital] & Settle** (in person) **IT Support** (by telephone), **Befriending Service** (by telephone) and our **Meal Delivery Service**.

Full details here: [Age UK West Sussex, Brighton & Hove | Our Services](#)

This role involves working as part of our Horsham Locality Team to assist older people across the Horsham District (City & rural) to reengage with their local community post pandemic. The role is designed to connect older people with their local neighbourhood, activities, support & services available and help them to make social connections.

The main aim is to reduce social isolation by connecting people and to improve physical and emotional wellbeing.

**Responsible to:** Horsham Development Manager

**Hours:** flexible – Ideally the volunteer would be able to commit at least an hour a week for 6 months.

**Location:** All areas of Horsham District (volunteer can choose an area, e.g. north or south Horsham, Horsham Town, a cluster of villages, etc)

### The service:

- Receive referrals from the Horsham Locality team led by the Development Manager
- Work alongside the Community Agent to support older people to connect to services they would like
- Visit clients on their doorsteps and out in the local community
- Support clients to attend a new activity or service where appropriate
- Deliver meals for the meal delivery service if appropriate
- Support at events to promote AUKWSBH in the Horsham Locality if possible
- Support clients in line with Horsham Development Manager's guidance, the client's needs and feedback progress/issues to the Horsham Locality team
- Maintain logs of your interaction and submit to your line manager monthly
- Liaise closely with the Horsham Development Manager, seeking advice, guidance and support where required
- Carry out tasks according to AUKWSBH policies and standards, in particular on safeguarding, confidentiality, anti-discriminatory policies and health and safety.
- To report any concerns or safeguarding issues to the Horsham 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 Horsham 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.

### 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, communication skills and empathy
- the ability to work confidently on own initiative and know when to seek help and support
- willingness to attend scheduled training days, AUKWSBH 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

## How will we support you

You will be given both AUKWSBH volunteer induction and role training to carry out your role effectively and be able to enjoy doing so with confidence.

## What will you get out of volunteering for Age UK West Sussex, Brighton & Hove

The opportunity to be involved with projects where your own ideas and input will be valued.

The chance to make a contribution to Age UK West Sussex, Brighton & Hove's work.

- Access to organisational resources
- Free Training & Travel Expenses
- Professional Reference provided

## THE ORGANISATION'S EXPECTATIONS OF THE VOLUNTEER

- To understand and promote the organisation's policies and abide by its guidelines
- To be responsible, reliable and safety conscious
- To work within the service parameters
- To be open and honest about any work issues or problems
- Have a genuine interest in the needs of older people
- To attend team meetings when needed
- To take initiative in encouraging suggestions, ideas and changes for the improvement of the service
- To keep informed of other functions and activities at Age UK West Sussex, Brighton & Hove
- To work professionally with fellow volunteers and members of staff in other organisations
- Participate in training, supervision and support sessions as required

## Volunteer Agreement

I have read and understood the above Role Description & checked my insurance details and would like to become a volunteer for this service.

Signature.....

Date.....