

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.

Responsible to: Brighton & Hove 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 Brighton & Hove.

The service:

- 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.

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, 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.

How will we support you?

You will be given an Age UK West Sussex, Brighton & Hove 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 organisations 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.....