

## Volunteer Role Description,



## Community Neighbour Volunteer

### Introduction

Age UK West Sussex, Brighton, and Hove make sure older people love life. We offer various services in Brighton & Hove, like Social Prescribing and Help at Home. This job in our Brighton team helps older people connect with the community post-pandemic, reducing loneliness, and boosting health.

### Key Contacts: Head of Localities, Volunteering Manager and Senior Social Prescriber

**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:

- Get referrals from the Community Neighbours Coordinator.
- Visit clients at their homes and in the local community.
- Help clients following the guidance of the Community Neighbour Coordinator, considering the client's needs, and report progress or issues.
- Keep records of your interactions and share them with your manager every month or through the online form.
- Work closely with the Community Neighbour Coordinator, asking for advice, guidance, and support when needed.
- Follow AUKWSBH policies and standards, especially those on safeguarding, confidentiality, anti-discrimination, and health and safety.
- Report any worries or safeguarding concerns and communicate appropriately.

- Follow the Lone Working Policy and guidelines. Your safety is important, so don't go into a client's home. Let a friend or family member know where you're going and when you expect to finish. If you can't find a lone working buddy, talk to the Community Neighbour Coordinator, and we'll help you find one.
- Stick to the new GDPR regulations.
- Take part in training sessions and meetings as needed.

### Role requirements

You don't need experience or qualifications. We'll give you training and support. Show good listening, talking, and caring skills. Be confident, come to training, do at least one session a week, and have a safety check (DBS).

### How will we support you

You will receive both Age UK West Sussex, Brighton & Hove volunteer induction and role training to carry out your responsibilities effectively and enjoy doing so with confidence.

### When you volunteer for the Community Neighbours role, you can expect

- **Meaningful Connections:** Build strong connections within the community by actively engaging with and supporting your neighbours.
- **Personal Fulfilment:** Experience the joy of making a positive impact in the lives of older individuals, fostering a sense of fulfilment.
- **Community Impact:** Contribute to creating a vibrant and connected local community, where everyone feels valued and supported.
- **Skill Enhancement:** Develop valuable skills in communication, empathy, and community outreach, enhancing your personal and professional growth.
- **A Sense of Belonging:** Become an integral part of a compassionate team, working together to address the needs of older people in our community.
- **Training and Support:** Receive comprehensive training and ongoing support to ensure you feel confident and well-prepared in your volunteering role.
- Volunteering as a Community Neighbour not only benefits those you support but also enriches your own life through meaningful connections and the satisfaction of making a difference in your community.

*“Volunteering has given me a purpose again. I was a Brighton cabbie and I used to love meeting people and chatting about ‘this and that’. After retirement, I had all this extra time. Since starting volunteering, I’m meeting people again and making new friends. I literally feel like I’ve got a reason to get up again in the morning. I’m so proud to be part of this team and helping in the community. I’m laughing again and it has also improved my health”*

### Volunteer Agreement

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

Signature.....Date.....