**Volunteer role Description**

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**Home Visiting Support**

**Introduction:**

*“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, but my days just blended into one. 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. It’s raised my self-worth; I’m laughing again and it has also improved my health”.*

**Home Visiting Support - (in partnership with Guild Care and Carers Support West Sussex)**

This is a West Sussex County Council commissioned service that is free to the client.  Age UK West Sussex, Brighton & Hove (AUKWSBH) are the lead provider working in partnership with Guild Care and Carers Support West Sussex to provide a county wide service to older people living on their own or who are or have a family or friend carer.  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.

**Responsible to:**

Independent Living Coordinator

**Based at:**

We cover the whole of West Sussex

**The service:**

Key responsibilities:

* You will be supporting older people through weekly visits to their home. The role involves providing short term practical support, not personal care, to vulnerable adults including those recently discharged from hospital.
* Support can include low level support such as having a cup of tea and a chat, light shopping, light snacks.
* Support with companionship and support to rebuild confidence to regain or develop independence.
* Some clients may require additional support for tasks such as digital inclusion which volunteers (if they want to be) can be trained to provide.

**What will you get out of volunteering for AUKWSBH:**

* Meeting others, having fun and a sense of fulfilment.
* Be part of a growing team and being involved in a vital service out in the community.
* If you are looking for a job, we can give you some volunteering experience whether you have worked in this setting before or not.
* We will train you so you will gain knowledge of working in a charity sector and that will help you in your search for a job.
* Our charity emblem looks good on any CV and we can also give you a written reference.

**Role requirements:**

No qualifications are needed. However, you will need to have:

* Excellent listening and communication skills. Good IT skills are favourable. Patience and sensitivity are essential. The ability to work confidently on your own initiative and know when to seek help and support.
* The role requires committed and reliable volunteers. A minimum of approximately two hours per week.  Visits are carried out to meet clients’ needs and can be between 10am - 8pm during the week and over the weekend.
* If you agree, your data may be shared with our partners for this service and you may get direct emails from them regarding client information.
* Willingness to undergo a DBS check which is paid for by AUKWSBH.
* An understanding of the needs of older people.
* A kind, empathic and patient nature.
* An understanding of the need to observe confidentiality in informal settings.

**How will we support you:**

* You will be provided with induction training and be shown how to work to guidelines to be sure you are confident and able to carry out your volunteer role.
* Induction training will cover an introduction to AUKWSBH and its’ services, policies and procedures. All relevant training will be free to volunteers.
* You will receive on-going support and training to carry out your role effectively and be able to enjoy doing so with confidence.

**Volunteer Agreement:**

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

Signature……………………………………………………………………………………..

Date……………………………………