

Volunteer Role Description

Age UK York is an independent, local charity, that has been working to support older people for nearly fifty years. We have one hundred staff and over four hundred volunteers helping us to deliver services and activities for older people in York.

Volunteer role: Home from Hospital Volunteer

Service: After Hospital Support

This service supports older people for up to six weeks after they have left hospital or intermediate care, to ensure their recovery goes well and to reduce hospital readmission. The service also supports older people to attend medical appointments.

Supported by: Service Manager

Commitment: ½ to 1 day per week (flexible).

Training: Induction training part one and part two. Moving and handling, Safeguarding and use of PPE are essential. First aid is preferable.

Car: Volunteer's own car is used. MOT and appropriate insurance cover required. Fewer than six points on licence.

Expenses: Mileage rate paid.

DBS: DBS required (undertaken by Age UK York).

Role purpose

Home from hospital volunteers support older clients, often after a stay in hospital or intermediate care, to attend pre-arranged medical and outpatient appointments. This may involve transporting them to York, Malton and Castle Hill Hospitals. Volunteers may also deliver prescriptions and equipment after discharge.

Personal qualities and experience

Home from hospital volunteers are friendly, patient and understand the needs of older people. Reliability is key. Volunteers must be willing to work within guidelines and only undertake tasks assigned to them. Confidentiality policies must be adhered to. Experience of volunteering with older people is useful but not essential.

Tasks and activities

- Support older clients to attend pre-arranged hospital and other medical appointments.
- Assist clients in/out of their vehicle and transport them to and home from appointment.
- Ensure COVID-19 protocols and AUKY health and safety procedures are adhered to all times.
- Safely transport equipment required by older person, such as fold up walker, frame, wheelchair.
- Accept volunteering shifts from the manager, via email alert system, and respond when available.
- Collect prescriptions and deliver to older people recently discharged from hospital.
- Continually monitor the health and well-being of older people and highlight concerns.
- Provide requisite feedback to manager after each completed task.

In return, as an Age UK York Volunteer, you will have the opportunity to:

- Ensure older people can attend vital medical appointments with the support they require.
- Develop your skills through ongoing training.
- Be part of a friendly and supportive team.



Volunteer Agreement

We ask you to:

- Work within the parameters of your volunteer role description.
- Maintain the commitment you choose to make.
- Undertake training and updates.
- Keep appointments and complete relevant paperwork.
- Keep us informed if your circumstances change.
- Inform us immediately of any new criminal convictions.
- Keep to the Age UK York policy regarding confidentiality.
- Keep to the Age UK York policy regarding data protection.
- Promote the work of Age UK York in your local community.
- Feel able to tell us if you are dissatisfied in any way.
- Keep to all other Age UK York policies and procedures, summarised in the volunteer handbook and available in full on request or via the website.

Please sign to confirm that you have read and understood the above.

Name:

Signature:

Date:

This agreement is binding in honour only, is not intended to be a legally binding contract between us and may be cancelled at any time at the discretion of either party. Neither of us intends any employment relationship to be created either now or at any time in the future.