



advice and support for older age

**Independent
Age**

Role title: Volunteer Visitor

Overall purpose of the role:

To make a real difference to the lives of older people by building a relationship with one or more individuals to promote their wellbeing and reduce isolation and loneliness.

Older people accessing volunteer support through Independent Age have been identified as being lonely or isolated are matched with a Volunteer Visitor who will meet up with them to help to reduce isolation and loneliness. Giving time to an older person can empower them, improve their physical and mental wellbeing and build self-esteem.

Key Responsibilities

- To deliver, a regular routine of visits to establish an enjoyable and supportive relationship
- To deal appropriately with confidential and sensitive material
- To complete Independent Age's reporting and expenses requirements in a timely manner
- To report any concerns to your Independent Age contact in line with Independent Age's safeguarding procedures
- Keep in regular contact with your Independent Age contact as agreed
- To complete any required core and ongoing training
- To be available for regular support and supervision sessions
- Represent the charity well to the wider public
- Agree to read and abide by Independent Age's policies and procedures including but not restricted to, safeguarding, lone working and boundaries guidance

Person Specification – Skills, Abilities and Attitude

- To be aware of the needs of the older person at all times
- Have a keen interest in older people and the issues of later life
- Be reliable, consistent and dependable
- Possess excellent communication and listening skills
- A clear speaking voice is essential to being understood as some of the older people we support have a low level hearing loss
- Be patient, empathetic and non-judgemental
- An ability to recognise the boundaries of the volunteering role and what should and should not be done within that role.
- Ability to work independently but know when to seek advice or report concerns
- We are especially interested to hear from potential volunteers who speak other languages as some of the older people we support do not speak English as their first language.

Role Duration and Commitment

We encourage volunteers to stay for a minimum period of one year, to make full use of the training and support offered and give them time to build a relationship with the person you are supporting. Depending on the needs of the older person, Volunteer Visitors commit to visit on a weekly, fortnightly or monthly basis. This is agreed in advance between the Area Manager and the volunteer.

You will be matched with an older person for an agreed period which is subject to review. You also have the opportunity to be matched with another person or to take on another volunteering role.

Induction and training

All volunteers are required to complete training in Independent Age's culture and values and role specific training which includes but is not restricted to safeguarding, lone working and boundaries training.

What we ask of you

We ask you to confirm in writing that you have read and will adhere to the relevant policies and procedures as outlined in our Volunteer Handbook.

The people that Independent Age supports are older people but we welcome all volunteers over the age of 18.

You will need:

- Your own transport in areas where there is no public transport
- Use of a mobile phone whilst out on visits
- DBS clearance; this will be organised by Independent Age
- IT skills, access to a pc and an internet connection are desirable for online reporting

Benefits of volunteering with Independent Age

- Enhancing the lives of older people
- Meeting and working with new people
- The opportunity to develop new skills and interests
- Full support and training
- Feeling part of a worthwhile charity
- The opportunity to access Telephone Volunteering and other volunteering roles

Expenses

Agreed mileage/transport costs plus receipted 'out of pocket' expenses incurred in the course of your volunteering will be paid in accordance with Independent Age Volunteer Expenses policy.

To enquire about this role

<https://www.independentage.org/get-involved/apply-to-be-a-volunteer>

or

Email vol-recruitment@independentage.org or telephone 020 7605 4255