



advice and support for older age

**Independent  
Age**

## **Role title: Organising Volunteer**

### **Overall purpose of the role:**

To make a real difference to the lives of older people by building a relationship with one or more Independent Age volunteers who provide friendship support to Independent Age service users to promote their wellbeing and reduce loneliness.

Older people accessing friendship services through Independent Age are socially isolated and are matched with a Volunteer Visitor who will meet up with them for a chat. Giving time to listen to an older person can empower them, improve their physical and mental wellbeing and build self-esteem. Organising volunteers play a key role in supporting a small group volunteer visitors.

### **Key Responsibilities**

- Supporting a small network of local volunteers
- Maintaining regular contact with those volunteers, providing support and guidance.
- Arranging local volunteer team meetings for training and networking.
- Supporting engagement and attendance to local volunteering meetings.
- Keeping in regular contact with your Independent Age contact.
- Providing reports as required
- Completing the required core and ongoing training
- Keep in regular contact with your Independent Age contact.
- To be available for regular support and supervision sessions
- To report any concerns to your Independent Age contact in line with Independent Age's safeguarding procedures.
- To attend at least one local or national volunteer networking event a year
- Represent the charity well to the wider public
- Agree to read and abide by Independent Age's policies and procedures including including but not restricted to, safeguarding, lone working and boundaries guidance.

### **Person Specification – Skills, Abilities and Attitude**

To become an Organising Volunteer you will need to either have some previous experience in a similar role and/or have volunteered for at least six months.

- 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
- 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
- Good computer skills of Office and Outlook programs
- Strong networking skills
- Able to lead a team of volunteers
- An experience of working with older people is desirable

- An ability to recognise the boundaries of the volunteering role
- Ability to work independently but know when to seek advice or report concerns

### **Role Duration and Commitment**

We encourage volunteers to commit for a minimum period of 1 year, to make full use of the training and support offered.

### **Induction and training**

All volunteers will receive an induction into Independent Age's culture and values, Safeguarding and role specific training in the Organising Volunteer role.

### **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.

Independent Age's service users are older people but we welcome all volunteers (18+) who bring a mature attitude and are comfortable working with older people.

### **You will need:**

- Your own transport in areas where there is no public transport
- Use of a mobile phone whilst out on visits
- DBS/ PVG clearance; this will be organised by Independent Age
- Access to a pc and an internet connection is essential 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 other volunteering roles
- References

### **Expenses**

Receipted 'out of pocket' expenses including phone calls made in the course of your volunteering will be paid in accordance with Independent Age Volunteer Expenses Policy.

### **Independent Age contact**

Email [vol-recruitment@independentage.org](mailto:vol-recruitment@independentage.org) or telephone 020 7605 4255