



advice and support for older age

**Independent
Age**

Role title: Volunteer Assessor

Overall purpose of the role:

To make a real difference to the lives of older people by assessing the general circumstances of the people who have been identified as potential Independent Age service users. You will assess the suitability of the older person for receiving the services Independent Age provides, including telephone and face to face friendship services.

Older people accessing friendship services through Independent Age are socially isolated and are matched with a Friendship Volunteer who will have regular contact 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.

Key Responsibilities

- Carrying out accompanied visits to the older person as requested by your Independent Age contact.
- Completing a detailed assessment of the potential service user's situation, health and wellbeing through questioning and observation using the standard proforma.
- To send the completed forms and reports to your Independent Age contact in a timely manner
- To revisit members situation as requested by your Independent Age contact
- 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 volunteer networking event a year
- Appropriately 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 Assessor 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
- Confident in asking questions, and follow up questions to fully understand a person's personal circumstances

- Be patient, empathetic and non-judgemental
- Analytical with attention to details
- Good computer skills of Office and Outlook programs
- 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. This role is flexible and the number of assessments each month will vary and will be agreed with your Independent Age contact. Visits will take place during working hours.

Induction and training

All volunteers will receive an induction into Independent Age's culture and values, Safeguarding and role specific training in the Assessing 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
- Annual volunteer events and references

Expenses

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

Independent Age contact

Email volunteer.recruitment@independentage.org or telephone 020 7605 4255.