

Boundaries Guidance for Coordinating Volunteers

The Coordinating Volunteer supports a group of local volunteers, offering help and support, including training events, so they feel confident and supported in their role.

These are the volunteering role boundaries we have put in place based on experience of what works well to develop a happy and fulfilling volunteering relationship. The boundaries provide a framework for everyone to understand what is and isn't included in the volunteering role and to protect the volunteer from being asked to do something outside their role. We talk about boundaries in more depth in your training.

The volunteering role can include:

- One to one support and mentoring of a small network of volunteers
- Maintaining regular contact with those volunteers, providing support and guidance following Independent Age guidelines
- Arranging local meetings for training and networking
- Supporting engagement and attendance to local and regional volunteer meetings
- Keeping in regular face to face or telephone contact with the volunteers and your Independent Age contact
- Report any concerns, including safeguarding and role boundaries issues, to your Independent Age contact promptly
- Where appropriate, signposting and encouraging an older person to access local services and/or information through the Independent Age Helpline
- Having fun and enjoying the role!

The volunteer is not able to:

- Give volunteers their personal contact details, including phone number
- Provide advice outside your role
- Accept gifts from volunteers or the older person they support
- Organising social activities for volunteers or the older people they support
- Visiting/ calling the older person in replacement of their usual volunteer, unless agreed as holiday or sickness cover
- Share any personal details of anyone connected to Independent Age without prior permission
- Solve any problems which may arise and are out of your scope
- Offer counselling or therapy
- Promise to keep secrets – you may have to pass on any concerns to your Independent Age contact and may not need permission to do this

- Fundraise on behalf of Independent Age without prior permission
- Engage in actions, language or opinions that are inappropriate or offensive.

I have read and understood the 'Coordinating Volunteer Boundaries' above.

Volunteer signature _____

Name _____ Date _____