

Role title: Assessing Volunteer

Overall purpose of the role:

To make a real difference to the lives of older people by assessing the general circumstances of those who have been identified as potentially benefitting from Independent Age support. You will assess the suitability of the person for receiving the services we provide, 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 visits to the older person as requested by your Independent Age contact
- Completing a detailed assessment of the older person's situation, health and wellbeing through questioning and observation using the standard proforma
- Sending the completed forms and reports to your Independent Age contact in a timely manner, following data protection guidelines
- Revisiting the older person's situation as requested by your Independent Age contact
- Keeping in regular contact with your Independent Age contact
- Completing the required core and ongoing training
- To be available for regular support and catch up sessions
- To report any concerns to your Independent Age contact in line with Independent Age's safeguarding procedures
- Attending at least one volunteer networking event a year
- Representing the charity well to the wider public
- To 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 become an Assessing 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
- Be patient, empathetic and non-judgemental
- 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
- Analytical with attention to detail
- Good computer skills of Office and Outlook programs
- 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. Assessment visits will take place during working hours.

Induction and training

All volunteers will receive an induction into Independent Age's culture and values, Safeguarding, Lone Working, Data Protection and role specific training for 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 volunteering
- 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
- 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 volunteer.recruitment@independentage.org or telephone 020 7605 4255.