



advice and support for older age

**Independent
Age**

Role title: Coordinating Volunteer

Overall purpose of the role:

Coordinating Volunteers play a key role in building up a relationship with and supporting a small group of up to 10 local volunteer visitors.

Key Responsibilities

- Supporting and mentoring a small network of up to 10 Volunteer Visitors
- Maintaining regular contact with those volunteers, providing support and guidance following Independent Age guidelines
- Liaising with other local volunteers, including: Community Champions and Training Volunteers
- Undertaking occasional reviews with older people as part of the volunteer catch up
- Arranging local volunteer team meetings for training and networking
- Supporting engagement and attendance to local volunteer meetings
- Local signposting of older people as and when needed and in line with our approved lists
- Keeping in touch with your Independent Age contact
- Completing Independent's Age reporting and expenses requirements in a timely manner
- Completing the required core and ongoing training
- Being available for regular support and supervision sessions
- Reporting 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
- Agreeing 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 Coordinating Volunteer you will need to either have some previous experience in a similar role and/or have volunteered previously.

- Strong relationship building and networking skills
- Able to lead and motivate a team of volunteers
- Strong interpersonal and communication skills
- Willingness to learn and continuously develop
- Have a keen interest in older people and the issues of later life
- Be reliable, consistent and dependable
- Be patient, empathetic and non-judgemental
- Good computer skills using Office and Outlook programs
- An ability to recognise the boundaries of the volunteering role
- An 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, data protection and role specific training in the Coordinating 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 secured email and internet connections are 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.