



advice and support for older age

**Independent
Age**

Role title: Peer Support Volunteer

Overall purpose of the role:

Peer Support Volunteers work alongside Wellbeing Project Officers and Coordinating Volunteers in the support and mentoring of a small group of older people and local volunteers, including Volunteer Visitors, Telephone Volunteers, Assessing Volunteers and Community Champions.

Key Responsibilities

- Mentoring local volunteers, providing them with guidance following Independent Age policies and procedures
- Carrying out regular support calls and meetings with volunteers
- Becoming the group lead on topics such as safeguarding, mental health or dementia
- Doing check ups and touchpoint calls to the older people we support
- 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
- To be available for regular support 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
- To represent Independent Age positively and in a professional way
- 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 a Peer Support Volunteer you will need to either have some previous experience in a similar role and/or have volunteered for at least six months.

- Strong relationship building and networking skills
- Able to 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 in 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, and role specific training.

What we ask of you

We ask you to confirm that you have read and will adhere to the relevant policies and procedures as outlined in our Volunteer Welcome Pack.

Independent Age's service users are older people but we welcome all volunteers (18+) and have no upper age limit for our volunteer roles.

You will need

- To have access to transport if travel is required for your role
- Use of a mobile phone whilst volunteering in the community
- This role requires a DBS (Disclosure and Barring Service) check or a PVG (Protecting Vulnerable Groups) check in Scotland. There is no cost to the volunteer and we will go through the application process with you.
- Access to a pc/tablet, secured email and internet connections are essential for online reporting.

Location

Independent Age office or home based.

Benefits of volunteering with Independent Age

- Enhancing the lives of older people
- Being part of an inspiring team and meeting and working with new people
- The opportunity to develop new skills and interests
- Full support and training
- Feeling part of a worthwhile charity
- Flexible volunteering roles that work around your other commitments
- References after 6 months' of volunteering.

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.