

Boundaries Guidance for Assessing Volunteers

The Assessing Volunteer assesses the suitability of the older person for receiving the services Independent Age provides, including telephone and face to face friendship services.

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:

- Spending time with the older person assessing their needs
- Re-assessing people receiving support from Independent Age
- Keeping in regular face to face or telephone contact with your Independent Age contact
- Reporting any concerns, including safeguarding, to your Independent Age contact promptly
- Having fun and enjoying the role!

The volunteer is not able to:

- Cancel an assessment at short notice or without notifying the older person and your Independent Age contact
- Conduct assessments that haven't been agreed by your Independent Age contact
- Give the older person your contact details, including phone number
- Share any personal details of anyone connected to Independent Age without prior permission
- Provide health care or personal care of any kind
- Manage and handle money and cash for the older person
- Provide assistance with general household matters
- Provide assistance in the conduct of a person's own affairs e.g. acting as an advocate, being an executor of a will or, being any power of attorney
- Provide transport or driving the older person to social activities or groups
- Provide manual assistance in manoeuvring an older person in and out of a car or public transport
- Providing assistance to wheelchair users to get out and about
- Accept gifts from the older person
- Provide a 'sitting' service e.g. carers respite
- Provide advice outside your role

- Solve any problems which may arise
- 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
- Engage in actions, language or opinions that are inappropriate or offensive.

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

Volunteer signature _____ Postcode _____

Name _____ Date _____

Please email or post this form to our London office on:

volunteering@independentage.org

Volunteering, Independent Age, 18 Avonmore Road, W14 8RR