

Briefing Sheet: All Independent Age Roles

Role title: Volunteer Visitor

Overall purpose of the role:

Our Volunteer Visitors make a real difference in people's lives. Through regular visits, over a cup of tea and a chat, over time they build relationships that make the older people we help feel less isolated and more socially connected.

Volunteer Visitor are matched with an older person living in their local area, so they fit visiting around their other commitments and responsibilities.

Key Responsibilities:

- To deliver, a regular routine of visits to establish an enjoyable and supportive relationship.
- To deal appropriately with confidential and sensitive material.

Role title: Telephone Volunteer

Overall purpose of the role:

Telephone Volunteers make a real difference in people's lives. Through regular calls, over time they build relationships that make the older people we help feel less isolated and more socially connected.

Telephone Volunteer use vital communication and listening skills as well as patience, understanding, compassion and warmth, to build a great relationship with the older person they support.

Key Responsibilities:

- To agree with the older person, and deliver, a regular routine of calls to establish an enjoyable and supportive relationship.
- To deal appropriately with confidential and sensitive material.

Role title: Assessing Volunteer

Overall purpose of the role:

Assessing Volunteer, assess the suitability of the older person for receiving the services Independent Age provides, including face to face friendship services.

At a time when more and more older people are approaching us for support, Assessing Volunteers play a vital part in enabling isolated older people to receive support. On their visits, assessing volunteers will discuss any issues and identify the best way we can support them and where we are unable to help.

Key Responsibilities:

- Carrying out accompanied visits to the older person as requested by your Independent Age contact.
- Completing a detailed assessment of the potential service user's situation, health and wellbeing through questioning and observation using the standard proforma.
- To send the completed forms and reports to your Independent Age contact in a timely manner.
- To revisit members situation as requested by your Independent Age contact.

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.

Coordinating Volunteers, keep in close contact with their volunteers, providing one-to-one support and organising networking meetings and training to ensure the best possible delivery of our friendship and support services in their local area.

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.

Role title: Local Ambassador**Overall purpose of the role:**

The volunteer will act as an ambassador for Independent Age in their local area, promoting our work and enabling us to reach more older people.

We are looking for people who are passionate about what is happening in their local communities and who wish to make a difference to the lives of older people in their own area. You will develop and support the work of Independent Age and engage with potential new volunteers and older people on a local level.

Key Responsibilities:

- Support promotional activities in your local area such as presentations, volunteering fairs, meetings or networking events.
- Use or develop your knowledge of the local area to identify new opportunities and build relationships for new referral opportunities
- Support or lead on presentations at local events and meetings
- Help disseminate information, such leaflets in your local area
- Signposting older people and their families to our helpline
- Encouraging new volunteers wishing to volunteer with us

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.

They keep in close contact with volunteers, providing mentoring to ensure the best possible delivery of our friendship services in their local area. They also check in with the older people to ensure they're getting the support they need.

Key Responsibilities:

- Mentoring local volunteers, providing them with guidance following Independent Age policies and procedures.
- 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.

Role title: Training Volunteer**Overall purpose of the role:**

Training Volunteers work alongside Independent Age staff to deliver training sessions and peer-learning workshops to volunteers using prepared presentations.

Key Responsibilities:

- Delivering workshops and peer-learning sessions, remotely and face to face.
- Delivering an agreed number of sessions per year to be agreed with their Independent Age contact.