



advice and support for older age
**Independent
Age**

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
- Keeping in regular contact with your Independent Age contact, including being available for regular support catch ups
- To complete Independent's Age reporting and expenses requirements in a timely manner
- Completing the required core and ongoing training
- 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
- Promote and represent the charity well to the wider public
- 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

- Have good communication skills and the ability to speak to groups of people from a wide range of cultures and backgrounds
- Be proactive and keen to look for new opportunities
- Have a keen interest in older people and the issues of later life
- Have good oral and written communication skills
- Have good attention to detail
- To be able to work as part of a team
- Be reliable, consistent and dependable
- Be patient, empathetic and non-judgemental
- Confident user of Microsoft Office and Outlook programs
- An ability to recognise and adhere to 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 work will be agreed with your Independent Age contact.

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 Community Champion Volunteer role.

What we ask of you

We ask all volunteers 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.

You will need:

- Your own transport in rural areas where there is no public transport
- Use of a mobile phone
- Access to a pc and an internet connection desirable 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