

Boundaries Guidance for Peer Support Volunteers

The Peer Support Volunteer works 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.

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:

- One to one support and mentoring of a small network of volunteers
- Maintaining regular contact with those volunteers, providing support and guidance following Independent Age guidelines
- Doing check-up calls to the older people we support
- Sharing information on key topics, such as safeguarding or mental health
- Keeping in regular contact with the volunteers, the older people we support and your Independent Age contact
- Reporting any concerns, including safeguarding and role boundaries issues, to your Independent Age contact promptly
- Having fun and enjoying the role!

The volunteer is not able to:

- Give volunteers or older people your personal contact details, including phone number except where a requirement of your role
- Provide advice outside your role
- Accept gifts from volunteers or the older people we support
- Visiting/ calling the older person in replacement of their usual volunteer, unless agreed as holiday or sickness cover
- Share any personal details of anyone connected to Independent Age without prior permission
- Solve any problems which may arise and are out of your scope
- 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 'Peer Support 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