

Woodford Halse Good Neighbours Scheme

Volunteer Role Description and Person Specification

This Role Description and Person Specification was agreed by the Woodford Halse Good
Neighbours Scheme Steering Group on

_____ (date)

Signed _____ (chair)

Date of Review _____

Woodford Halse Good Neighbour Scheme

Volunteer role description and person specification

Responsible to: WHGNS coordinator and Committee

Purpose of the role: WHGNS recognises that there may be individuals within the parish of Woodford Halse who on a regular basis, or from time to time, would benefit from some additional support with day to day tasks or from additional opportunities for friendship. The scheme seeks to add to rather than take the place of any statutory or professional services, and maintains clear boundaries about what can and what cannot be provided.

A volunteer will have the opportunity to undertake a range of tasks dependent on that volunteer's particular interests, skills etc and the needs arising in the community.

Key responsibilities:

- To offer additional friendship or undertake tasks which contribute to improving the quality of life for those seeking support from WHGNS
- To comply with the WHGNS code of conduct, constitution and other policies
- To keep a record of and report any concerns regarding those receiving the service or regarding your own role to the Coordinator or a member of the committee without delay
- Attend any training or review meetings for the scheme as a whole

Potential tasks:

- Friendship visits
- Help with letter writing, simple forms and general paperwork
- Being an IT buddy
- Supporting individuals to come to a WGNS or other social event in the village
- Collecting prescriptions, pensions, shopping, library books
- Transport to medical appointments and visiting friend and relations in hospital
- Transport to social appointments e.g. hairdressers, social clubs
- Light gardening and household tasks e.g. changing light bulbs
- Walking pets
- Reading to the blind or partially sighted
- Signposting to service an service providers

It is not generally expected that most volunteers will incur any expenses but if this seems likely, then you should discuss in advance with the Coordinator. Volunteer drivers should

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advise their insurers of their volunteering and may incur an additional premium. The recommended recompense for driving is 45p per mile, which should be agreed between the driver and client before the journey. The client should settle with the driver directly. This is not an exhaustive list and other needs and opportunities may emerge over time

Person specification:

The personal qualities, attitudes, skills, experience and knowledge required of the volunteer may vary dependent on the task being undertaken (for example an IT buddy would need specific skills). However there are a range of qualities which we would expect all volunteers to demonstrate, as follows:

- Being friendly, approachable and caring towards others
- Able to communicate well and with sensitivity and empathy, and to be a good listener
- Patient, non-judgemental and tolerant of those who may be less able
- Able to relate and undertake tasks in a way which enables the recipient to feel respected and comfortable in receiving help
- Reliable
- Able to maintain confidentiality, and to maintain personal boundaries
- Able to be flexible whilst working within the clear boundaries and in conformity with the policies of WHGNS

All volunteers must declare whether they have any previous convictions or are subject to any current or future investigations. WHGNS will follow advice from the government's Disclosure and Barring Service which states that volunteers carrying out any of the tasks listed below will need to have a DBS check:

- (i) Carrying out tasks for our (WHGNS) clients in the role of a volunteer which involve handling money e.g. shopping
- (ii) Transporting clients to medical appointments, social care appointments or personal care appointments (excluding hairdressing) as a volunteer
- (iii) The supervision of volunteers involved in the above activities (i.e. the Coordinator and designated Safeguarding person)