



VOLUNTEER ROLE DESCRIPTION FOR Advocacy Support & Administration

Department:	Advocacy
Role Location:	Lings Bar Hospital & Home Base
Role Support:	You will be supported by the Patients' Representative

What is the purpose of this role?

To support the Patients' Representative by providing advocacy (both in person in a hospital setting as well as over the telephone) to older patients in Lings Bar Hospital (and their family/carers) and following their discharge home, as well as providing crucial administrative support to the service.

What impact does this role have?

Advocacy support and administration assistance will ensure the continued effective and efficient running of the Patients' Representative Service. It ensures that we can reach and support as many patients and their families/carers as possible during their stay, as well as signposting and referring them on to services to help them remain as independent as possible on discharge.

What activities might you be involved in?

The following are examples of the type of support you could be asked to provide:

- Undertaking simple advocacy cases or aspects of cases, as identified by the Patients' Representative.
- Meeting with patients and their families at the hospital to listen to their views and to support them to determine desired outcomes and act according to their wishes.
- Undertaking follow up telephone calls once people have been discharged from hospital for a period of up to 3 months.
- Supporting patients and families by signposting/referring onto other services.
- Documenting interventions and outcomes onto the charity's client computerised database.
- Documenting interventions and outcomes onto the services Excel spreadsheet which will assist the Patients' Representative to complete reports for commissioning purposes.
- Alerting the Patients' Representative or Service Manager to any safeguarding concerns that may arise.

What are we looking for?

Someone who....

- Has a genuine interest in the wellbeing of older people.
- Is honest and reliable with a friendly personality.
- Has the ability to follow instructions and understands the importance of confidentiality.
- Has a good standard of literacy, numeracy, and computer skills (can use Microsoft Word, Outlook, and Excel for the purpose of data entry).
- Will work closely with the Patients' Representative to ensure the best outcomes for patients and their families and be able to identify any issues or concerns that will need raising to the Patients' Representative, demonstrating a willingness to seek advice and support where necessary.
- Can remain independent when advocating for patients and/or their family members whilst remaining professional to members of hospital staff.
- Can use their own initiative and volunteer unsupervised whilst at the same time being a valued member of the wider advocacy team.
- Will undertake training essential to the role.
- Will volunteer within the policies, procedures, and guidelines of Age UK Notts, including the Age UK Notts' Volunteering Policy.

When would you be needed to volunteer?

Ideally, we would like a minimum of 2 days support a week, at times that meet your availability and our service requirements.

What training will you be given?

All volunteers receive an introduction to the charity as well as the necessary training you need to fulfil your volunteering role. In addition to this you will also receive ongoing support and access to further training opportunities as they arise, ensuring that your volunteering experience is a fulfilling and positive one.

What can you gain from this opportunity?

- The opportunity to make a difference to a vulnerable person's life and their family/carers
- Experience to add to your CV.
- The opportunity to meet new people and make new friends.

Additional Information

Please note an Enhanced (Adults Barred List) DBS (Disclosure and Barring Service) check is required for this role which will be undertaken by the Charity at no cost to the volunteer, after being offered the role.

Please note that of pocket expenses are reimbursed as defined in Age UK Notts' Volunteer Handbook.