



VOLUNTEER ROLE DESCRIPTION

Companion Service Volunteer

Department: Health and Wellbeing

Role Location: Supporting people remotely, in their own homes and in the community within Nottingham and Nottinghamshire

Role Support: You will be supported by the Companion Service Team

What is the purpose of this role?

To support local older people through the provision of emotional, practical, and social support to reduce isolation, build confidence and community connections.

What impact does this role have?

This role supports older people to build confidence, make choices and feel valued, improving their health and wellbeing, reconnecting with their communities and promoting independence.

What activities might you be involved in?

The Companion service volunteer can choose to be: -

- A companion telephone / video caller
- A companion within the person home
- A companion outside the person's home
- or a combination of all three.

The following are **examples** of the type of support the service offers

- Telephone / video calls for an older person/s on a regular basis at a mutually agreed time for a friendly chat.
- Supporting an older person/s hobbies and interests or simply chatting with them in their own home on a regular basis, typically for about an hour per visit.
- Supporting with digital access and building confidence skills and motivation to confidently access the opportunities of the internet.
- Accompanying the older person on a walk.
- Supporting the person outside of their home e.g., by accompanying them to a café, garden centre, , theatre or cinema or other social activities / community groups.
- Shopping for or accompanying the person to the shops.
- Where appropriate, supporting the older person to access other services as required through information and signposting or referring to the Companion Service Coordinator for support.

What are we looking for?

- Individuals with a genuine interest in the wellbeing of older people who are committed to volunteering on a regular basis.
- Commitment to complete our Volunteer Report Form accurately and regularly.
- Volunteering in line with the Charity's policies and procedures and adhering to the Volunteer Code of Conduct.
- Ability to travel for visits in the local community either by car or public transport for those volunteers who choose to participate in this type of activity.
- Digital literacy for those volunteers who choose to participate in this type of activity.

When would you be needed to volunteer?

Ideally, we ask all applicants to commit to providing a minimum of 1 hour volunteering a week at a time to meet your availability and our service requirements.

What training will you be given?

You will be given all the training you need to enable you to carry out your role and preferred activities. This will include a thorough departmental induction to provide you with further information about your role.

What can you gain from this opportunity?

- The chance to make a significant difference to an older person's life.
- Ongoing support, ensuring your volunteering experience is a fulfilling and positive one.
- Experience to add to your CV
- The opportunity to meet new people and make new friends.
- An opportunity to share past experiences and mutual interests.
- Reimbursement of out-of-pocket expenses as defined in the Age UK Notts Volunteer Handbook

Additional Information

Please note a 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.