

AGE CONCERN WALTHAM FOREST

TITLE: LINK UP VOLUNTEER

CONTACT OFFICE Peterhouse Community Centre
122 Forest Rise, London E17 3PW

RESPONSIBLE TO: LINK UP CO-ORDINATOR

Purpose of Role:

To alleviate loneliness by regularly visiting housebound and/or isolated clients in their own homes.

Tasks of the Role

1. To visit and befriend housebound and/or isolated older people in their homes.
2. To support carers who may also be older people.
3. Offer companionship and social support, for example accompanying the client to the shops or social events.
4. To listen to the clients if they want to talk about the things that concern them, and offer reassurance when appropriate.
5. To help clients maintain and/or regain their self confidence. You can help them to do this by having a positive attitude towards them. Allow and encourage clients to do as much as possible themselves.
6. Keep the Link-Up Co-ordinator informed of clients general well being and of any significant difficulties or incidents.
7. Be aware of Health and Safety issues when with clients (refer to Volunteer Guidelines) and report any dangerous occurrence or concerns to the Link-Up Co-ordinator.
8. Volunteers should be able to respond to the needs of all communities living in Waltham Forest and to work within ACWF's Equal Opportunities Policy.

IMPORTANT NOTES

Volunteers are supported by the Link-Up Co-ordinator but in his/her absence, the Line Manager will be available to offer advice and can be contacted in an emergency. Please ensure that you are aware of the Policies and Procedures set out in the Volunteer Guidelines, which you will receive when you start as a volunteer.

Age Concern Waltham Forest is an Equal Opportunities Organisation.