



## Name of role:

**Member Support volunteer**

## Purpose of the role:

To support older people to be as healthy, as active, as independent and as connected to their communities as possible by providing low level support to complement the work of our partners and to help fill the gaps between services for older people.

## Mission

We support older people to lead fulfilling lives improving their health, well being and quality of life. We promote the development of an inclusive community in Southwark in which older people support each other, are independent, active and in touch.

## What will I do?

1. You will meet older people in need of support either at their homes or in the office or via the telephone
2. You will work with them in a way that supports their reablement
3. You will provide them with specific support from a list of things that we have identified such as changing light bulbs, accompanying on a shopping trip, to hospital, GP appointments, introducing them to the centre, supporting them to liaise with service providers, or interim befriending. You may also do home visits to help set up IT equipment.
4. You will keep a record of what support has been agreed and update our systems with progress.

## Who will I work with?

1. The families and or carers of those receiving support
2. The Centre Manager as your main contact and supervisor
3. Other Member Support volunteers
4. Other SPC staff and volunteers
5. SPC Trustees
6. Partners and agencies such as Age UK who manage the Safe and Independent Living Scheme, COPSINS members such as Time and Talents, Linkage Southwark, Blackfriars Settlement, The Alzheimers Society, and the NHS.

## How much time will it take?

1. We are asking for a minimum commitment of half a day a week for three months in the pilot phase and, if it is successful, for half a day a week for six months.
2. There is flexibility about whether you volunteer with us weekly, fortnightly or monthly but we know that older people value continuity.

**What qualities, skills and experience do I need?**

1. Be friendly, helpful, kind and caring
2. Be able to treat people with dignity, empathy and respect
3. Be able to understand and respect the personal values, culture and beliefs of those you are supporting
4. Have some awareness or experience of vulnerable adults
5. Have some awareness of the issues facing older people in London
6. Able to work as part of a small team
7. Well organised and good admin skills

**Are there any other requirements?**

1. As you will be working with vulnerable older people, we will take up two references and an enhanced DBS check (data barring service).
2. We ask you to attend an induction, role related training, and to come to a volunteer get together every three months or so.
3. We also ask you to sign a volunteer agreement about your voluntary work, abiding by our policies and your hours.
4. We sign it too setting out our commitment to support and develop you.

**What will I get out of it?**

1. You will gain the personal satisfaction of knowing that you are making a significant difference to the lives of older people helping them to be as healthy, as active, as independent and as connected to their communities as possible.
2. You will meet new people and try new things
3. You will learn new skills and be part of a team
4. You will have fun!

**What support will be available to me?**

1. We will offer you a general induction about volunteering at Southwark Pensioners Centre and training and support about the role itself.
2. We will offer you bereavement support
3. We will also offer you the chance to meet the other volunteers every three months to share your experiences, give us feedback and find out more about what's going on at the centre.
4. The Centre Manager will match your skills and experience with the needs of older people and agree with you what things you will actually do.
5. We will make sure you work in a safe environment
6. Reimburse reasonable expenses in line with our expenses policy.