

Re-Connector Volunteers Role Description

Purpose

Help on Your Doorstep's Volunteer Re-Connectors will help build the confidence of residents by accompanying them on trips outside the home. The aim is to support residents who have been isolated during the Pandemic to re-connect with the community. As a volunteer this could involve accompanying a resident on walks, going to the shops or attending local social activities. Volunteers may also help in identify suitable new activities which could help reduce social isolation for the resident they are matched with.

The re-connecting support will usually last for up to 12 weeks, with the long term aim that it helps the resident you are working to build their confidence and re-connect with their community.

Roles and Responsibilities

1. Undertake Help on Your Doorstep Volunteer Induction before commencing volunteering. This is designed to support you around confidentiality and safeguarding issues in this role with vulnerable adults.
2. Keep in regular contact with the resident or residents that you are matched with by phone as agreed with the client
3. Enable the individual to talk about themselves and their lives, their interests and what they would like to do.
4. Encourage the individual to engage or re-engage with activities that reduce isolation.
5. Follow health and safety and Covid-safe guidelines provided by Help on Your Doorstep.
6. Notice whether the individual has particular needs that are not being met and to inform Help on Your Doorstep staff or ask for advice if this is the case.
7. Listen to assistance or referral requests made by individual and inform Help on Your Doorstep staff.
8. Report any significant issues in a timely manner either to the Volunteer Coordinator/ Team Leader from Help on Your Doorstep, or emergency services if it is urgent, dealing appropriately with confidential and sensitive material.
9. Provide a brief log of contacts made to the Volunteer Coordinator by email each week.

Your Commitment to Us

- You will offer us a minimum 3 months' initial support
- You will agree to adhere to our policies on confidentiality, data protection, safeguarding and health and safety and to maintain appropriate professional boundaries.

Help on Your Doorstep's Commitment to you

- We will offer you an initial training session via Zoom and guidance on how to carry out this role safely.
- We will support you individually with any requests or issues that occur by telephone.
- We will offer regular group check-ins via Zoom with the team of volunteers.
- We will provide you with a phone and credit to make the befriending calls, and we will meet any expenses incurred.

No qualifications or experience required, but we are looking for people who are:

- Good listeners
- Good communicators
- Calm
- Sensitive
- Reliable
- Punctual
- Organised

Volunteers will be required to complete an application form and provide a personal reference.