



Ageing Well

Title of Role: Single Point of Contact Volunteer

Hours per Week: Flexible

**Accountable to and
Line Managed by:** Ageing Well Coordinator

Main Tasks

1. To complete application form, agree to some basic training and Enhanced DBS check.
2. Signposting older people to services and activities across Brighton and Hove which improve and maintain independence, health and wellbeing.
3. Collecting and keeping up to date information on services and activities available for older people to ensure full and accurate information can be given to enquirers.
4. To follow up on telephone contacts to measure the success and take any further actions.
5. Ensure that information regarding Ageing Well is distributed across the City in relevant venues, e.g. GP surgeries, libraries, seniors housing, local shops, community centres etc.
6. To follow the volunteer guidelines and report to the Ageing Well coordinator.
7. To maintain service user confidentiality, as detailed in the guidelines.
8. To work within the Project and Organisational policies and procedures.



Single Point of Contact Volunteer Person Specification

The work of a Single Point of Contact Volunteer involves:

- Respecting each service user as an individual.
- Respecting the confidentiality of service users.
- Attending training events as necessary.

A Volunteer will be:

- Kind, understanding and respectful when supporting others within the community
- Have a general understanding of the complex needs of vulnerable people. For example, people with mobility issues or mental health conditions.
- Have the potential to deal effectively with challenging behaviour.
- Able to offer person centred support, which is tailored to a service user's individual needs.
- Able to work with the guidance of the Ageing Well team.
- Willing to provide a flexible approach to support, given the unpredictable nature of the service.
- Committed to working in line with equality, diversity and equal opportunities policies.

If you would like to discuss this role further, please call 01273 322947.

To apply for the role please fill in Impact Initiatives volunteer form explaining why you're interested in this role, and submit via email to ageingwellbh@impact-initiatives.org.uk (available for download via impact-initiatives.org.uk/volunteer).