

Title	<u>Good Neighbour Service (GNS)</u>
Main purpose & overview of role	GNS is a service designed to provide one off or an occasional practical support to people aged 65+ who are lonely and isolated. It may take place in their own homes, in the community or over the telephone. This service is for people who require support manage small tasks at the given moment and time. The service aims to improve their quality of life and wellbeing.
Responsibilities and activities	Support people with small tasks that they may be finding difficult to manage on their own and help build-up their confidence and independence. Provide practical support or some short-term support such as: • Shopping • Domestic Task • IT Training • Accompanying To a group • Accompanying to a Health Appointment • Accompanying on A Trip / Outing • Accompanying on Short Walks • Low Level Gardening • Reading Letters • Helping with Paperwork • Providing Respite • Providing Transport • Collecting Prescriptions • Dog Walking • Helping with Meal Preparation • Posting of Letters / Parcels • Telephone Support • Social support – Additional task in Hillingdon only • Any other tasks
Qualities and experience required	No formal experience needed, as all necessary training will be given, but you will need to have: • Empathy and an understanding of issues facing older people

	• Patience and sensitivity • Enthusiasm • Reliability • Good interpersonal skills and be able to talk to a wide variety of people • Sensitivity towards people with disabilities
Commitment to the role	• We would appreciate any time commitment. However, regular commitment of at least 1-2 hours per week for a minimum of 12 months would be ideal • Attend team meetings twice a year • Attend an Annual Review Meeting with your Manager • Occasional training relevant to this volunteer role • Enhanced DBS Check with access to the Adults Barred List • You will not undertake any form of employment (whether paid or unpaid) for any person (including Hillingdon Age UK clients) that you have met as a result of carrying out your duties. Furthermore, you will refrain from contacting any person (including Hillingdon Age UK clients) that you have met as a result of carrying out your duties, nor will you provide such persons with the means of contacting you directly outside of the formal means within the service
Checks to be completed for role	• 2 References will be required. One must be from a current/previous employer, tutor or volunteer manager who has known you for at least two years. • Enhanced DBS Check with access to the Adults Barred List.
What can you expect from volunteering at Age UK Hillingdon?	• Clearly defined voluntary role within the organisation • Provide induction, information and training to enable you to carry out your role effectively • Support your development within the role and your personal development by offering appropriate induction, training and feedback opportunities • Provide you with the policies, procedures and standards of the organisation in relation to volunteers • Provide an accessible complaints procedure • Provide references where needed after 6 months volunteering • Out of pocket expenses, can be claimed monthly or be donated back to AGE UK HHB

To apply for this role:

A H4ALL application form MUST be completed. We require two references.

To obtain an application form:

- Visit www.h4all.org.uk and download or print an application form
- Email volunteerhub@h4all.org.uk to request an application form to be sent to you by email or post
- Telephone 01895-676-111 to request an application form to be sent to you by email or post

Send your fully completed application form by:

- Email to volunteerhub@h4all.org.uk
- Post to H4ALL, Volunteer Development Team, Key House, Yiewsley, Middlesex, UB7 9BQ