

**Volunteer Role Description**

<b>Volunteer Role</b>	<b>Risk Assessment Volunteer</b>
<b>Service/Department</b>	<b>Befriending Service &amp; Volunteer Recruitment</b>
<b>Manager/Point of Contact</b>	<b>Befriending Service Coordinators</b>
<b>Preferred days or times for volunteer availability (if any)</b>	<i>Any – as required – to be completed asap to volunteer’s availability</i>
<b>Role Description</b>	
<p><b>Summary of Volunteer Role:</b></p> <p>Our Risk Assessment Volunteers play a vital role in ensuring our Face-To-face Befriending Volunteers are undertaking home visitations to our local Clients in a way that keeps both Volunteers and Clients safe.</p> <p>Our valuable Befriending Service provides social interaction for many Southend Borough residents who are considered to be feeling lonely and socially isolated.</p> <p>The residences are all based within the Southend Borough location and Volunteer Risk Assessment Volunteers will be required to attend an address in a pair (with another Volunteer).</p> <p>This role provides a Volunteer with the chance to be at the heart of your local community, meet new people and be part of an enthusiastic team, to help support, empower and improve the lives of older people.</p>	
<ul style="list-style-type: none"> <li>• Liaising with the Befriending Service Coordinator to obtain the relevant Client Enquiry information</li> <li>• Visiting the residence of the Client and carrying out an Assessment in a safe and appropriate manor</li> <li>• Generally assessing the person’s wellbeing and their environment</li> <li>• Noting any concerns and raising them the Befriending Service Coordinator</li> <li>• Completion and return of the 2024 revised Risk Assessment Form to the Befriending Service Coordinator</li> <li>• Collaborating with the Coordinator and advising about their suitability for the Befriending Service; or matching potential.</li> </ul>	
<b>Other Information/requirements</b>	
<ul style="list-style-type: none"> <li>• This role is subject to a DBS check and pass certificate (We will arrange)</li> <li>• Strong instinct for identifying safety concerns or risks</li> <li>• Ability to observe potential risks</li> </ul>	

## Volunteer Recruitment Service | Role Description Template

- Able to maintain confidentiality
- Accurate record keeper
- Effective communication skills
- Good people skills – to ensure Client feels at ease during the assessment
- Availability and use of a car would be ideal in order to travel to addresses
- Ability to access properties using lifts, stairs, etc;
- Volunteers will be required to comply with Age Concerns Equality and Diversity Policy in every aspect of your work and positively promote the principles of this policy amongst colleagues, service users, volunteers and other members of the community.
- Comply with Age Concern’s Health and Safety Policy, Data Protection Policy and Confidentiality Policy to protect your own and others’ health, safety and welfare.

### **Additional Internal Information**

Aiming to be fill position by date	
Form submitted date	
Form submitted by	
Form to be completed and sent to	Leah-May Carter   Befriending Service & Volunteer Recruitment Manager