



Hospital Community Volunteer

Age UK Hillingdon Harrow and Brent is a caring charity dedicated to “creating a world where everyone can love later life”. We rely on the generous support of people like you to make it happen.

Our Community Support team provides short-term support to people aged 65+ who have recently been discharged from hospital, in their own homes or on the telephone. The service aims to improve their wellbeing and continue their recovery at home which enables them to maintain their independence.

You will be volunteering for our discharge support service that is delivered in partnership with Harrow Carers.

What you will be doing:

- Shopping
- Small domestic task, such as washing up, changing bedding, general tidy
- Helping prepare a light home meal
- Accompany to a health appointment
- Collecting prescriptions
- IT support to access health services
- Accompany to social group/health group
- Providing someone with information and advice about other services that they may require
- Reading letters and helping with paperwork
- Posting letters and parcels
- Support to engage with any services that have been referred or signposted to
- Weekly support calls

What we are looking for:

- 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

Time commitment:

We would appreciate any time commitment. However, a regular commitment of at least 1-2 hours per week for a minimum of 12 months would be ideal. You will

also need to attend team meetings twice a year and an annual Review Meeting with your manager.

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, the cost of which will be covered by Age UK HHB

What You'll Get:

- **Feel-Good Factor:** The joy and satisfaction of knowing you're making a real difference
- **Experience:** Valuable skills in being a Hospital Community Volunteer
- **Community:** Meet like-minded people and become part of a supportive and friendly team
- **Support:** Development within the role and your personal development by offering appropriate induction and training

Our commitment to you:

- We will make sure that you receive appropriate training for the role and that you have the support of a member of staff
- We offer a range of benefits and will also cover agreed out-of-pocket expenses

How to Apply:

If this sounds like you, we'd love to hear from you! Please sign up to be a volunteer by going to <https://www.ageuk.org.uk/hillingdonharrowandbrent/get-involved/volunteer-for-us2/apply-to-volunteer2/> and fill in our quick and easy form or please email volunteering@ageukhnb.org.uk or call 020 8756 3040 if you have any accessibility needs.

Join us and help make a real impact in our community. We can't wait to work with you!

This role outline is binding in honor only and is not intended to be legally binding.

Age UK HHB is an equal opportunity organisation.

Age UK Hillingdon Harrow and Brent is committed to safeguarding and promoting the welfare of all older people and children within the London Boroughs of Hillingdon Harrow and Brent.



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