

## About Age UK Norfolk's Travel Companion Project

Age UK Norfolk's Travel Companion Project supports older people on journeys either on public transport or by the other means such as walking, cycling or taxi. This project is to increase the older persons confidence and reduce their anxiety, that many people now experience after such a prolonged period of isolation.

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## About the Volunteer Role

### Main Purpose

To provide tailored support to older people at risk of loneliness, to increase their confidence to get out and about.

### Main Responsibilities

1. Liaise with and report to staff (e.g., Project Coordinator/ Project Administrator) about the older person/ people who the Volunteer Travelling Companion has been matched with.
2. Understand the specific needs and goals of the individual engaging with the project, in order to better support them.
3. Provide personalised support to older people to help them to meet their goals.
4. Using pre-existing data recording templates, collect monitoring information from each support session and share with the Project Coordinator/Project Administrator as applicable.
5. To adhere to the policies and practices of Age UK Norfolk.

### General Skills

#### Essential

- Excellent communication skills.
- Excellent active listening skills.
- Ability to adapt sessions if the older person's goals or circumstances change.
- Ability to relay information and instructions in a clear, accessible, relevant and personable way.
- Ability to work with learners with different levels of knowledge and skill.
- Ability to maintain confidential communication where applicable.

#### Desirable

- Good digital skills in order to assist older people, if necessary, to access travel information online.
- Knowledge of local transport providers.

### Behaviours and Values

- Willingness to understand the issues and barriers affecting older people, specifically with regards to accessing transport and loneliness/ social isolation.
- An open-minded approach to individuals, avoiding judgement and stereotyping.
- Enjoy working with others.
- A commitment to and understanding of equal opportunities.
- Honest and reliable.
- Patient and understanding.

**Responsible to** – Travel Companion Coordinator

**Availability** -. Flexible hours between Monday to Friday 9 am and 5 pm

**Training & Expenses** - Full training and ongoing support is provided. A satisfactory DBS (criminal records) check is required. Expenses are reimbursed.

