



VOLUNTEER SERVICE

OLDER PEOPLE SUPPORT VOLUNTEER

Service: Older People

Summary: This role involves providing practical and emotional support to older people living in supported housing schemes and empowering them to develop independent living skills.

Location: Opportunities are based at supported housing schemes in Islington and Old Street (N1)

Volunteers will have the opportunity to get involved by:

- Providing practical support to tenants and supporting them to access relevant services (e.g. supporting tenants to report repairs, cooking skills, cleaning, laundry, booking appointments, completing forms, dealing with correspondence) and encouraging them to maintain their flats in good condition. Some tenants may also like IT support (e.g. with their phones, digital cameras, computers).
- Assisting tenants to maximise their income by supporting them to apply for appropriate benefits such as Housing Benefit and Disability Living Allowance (DLA) to maintain their tenancy and independence. Supporting tenants with budgeting and advising them around their finances (e.g. managing rent arrears)
- Supporting with co-ordinating social activities at the scheme (e.g. bingo, coffee mornings, film clubs) and organising outings and day trips with the aim of motivating tenants and improving their quality of life.
- Providing administrative support to the sheltered scheme manager e.g. maintaining appropriate files and records, supporting with support plans, risk assessments.

We are looking for someone who:

- Understands the needs of older people living in the community.
- Has a person-centred, empathic, non-judgemental approach to supporting older people.
- Can work as part of a team and independently on own initiative.
- Follows good practice in working in an anti-discriminatory manner.
- Communicates clearly and effectively.
- Flexible and adaptable approach to supporting service users.
- Can work within EPIC Trust policies.

Hours & Expenses:

Typically, a volunteer might work 2-3 days a week (4-6 hours per day). This opportunity is available Mon-Fri between 9am-5pm. There is, however, flexibility and time commitment can be negotiated to suit the needs of tenants and the volunteer. We will pay for travel expenses to and from the workplace, and a contribution towards lunch expenses, as long as tickets and receipts are provided. Supervision and training are also provided.