

Community Elderly Support Volunteer

Could you help make a difference to our elderly patients' everyday lives in the community?

We are looking for someone with a passion for the elderly who can help the Community Independence Service in Hammersmith & Fulham. Join us and be part of a committed team as we deliver high quality patient care. You will volunteer with our dynamic in-house team of Therapists in the Rehab Team plus our colleagues in our Discharge to Assess Pathway (Home First), Rapid Response and Reablement to deliver home based support to local residents for up to six weeks.

You will be key in supporting the Occupational Therapists and Physiotherapists to deliver effective rehabilitation programs during patients' episode of care. You will develop and maintain relationships that integrate health and social care to support people post hospital discharge or lacking confidence in their homes with some tasks, ensuring they can maintain their ability to engage in daily activities.

You will enjoy the rewards of working with a client group for whom you can make a significant difference every day.

Do you have an interest in working with the elderly for whom you can make a significant difference every day? Then this could be the right opportunity for you!

To be successful for the role, the following is required:

- Completed online volunteering application form
- An informal volunteering interview
- X 2 references
- DBS check
- Completion of core and local volunteer induction training

What does the role involve?

- Offer outpatient appointments support such as calling and arranging transport for the patient.
- Support and assist people post hospital discharges or people who lack confidence in their home completing daily living tasks: shopping, preparing light meals/meal delivery, access the bank / shops / hairdresser, running errands (eg: prescription collection).

This role outline is binding in honour only, and is not intended to be legally binding

- Outdoors access support in wheelchair or with mobility aids if not at risk.
- Supporting the occupational therapists and physiotherapists to deliver an effective rehabilitation program post-assessment, such as: falls prevention, home exercise programs, mobility practice with/without aid, stairs practice, outdoors access
- Support completing online applications such as taxi card or dial-a-ride.
- Offer Befriending support (via telephone or face-to-face).
- Contact people to remind them of their hospital/outpatient appointments and tablets intake.
- Support with environment adjustments with the aim to minimise risk of falls by completing a basic falls risk prevention. Eg. remove loose rugs, cables, clutter, identify potential trip hazards.
- Coordinate the Friends and Family Feedback Questionnaire – this will involve making calls to those who have been discharged and offering to complete the questionnaire with them over the phone to collect feedback and data.
- Support with tidying peripheral store equipment in the team office, check stock available and notify therapist responsible.
- Adhere to the relevant policies and procedures of the Trust, including Infection control, Health and Safety, Safeguarding, Equality and Diversity, Lone worker, Data Protection and Confidentiality policies
- Opportunities to get involved in other areas of the Trust's work, including our NHS careers

Volunteers are not expected to be involved in any of the following:

- Clinical or medical treatments of any kind
- Psychological interventions
- Providing direct personal care
- People with significant mental health needs
- Advanced dementia/Alzheimer's
- High care needs. E.g. Needs lifting, moving & handling or cannot transfer or walk independently or safely.

What skills and qualities do you need?

West London NHS Trust is committed to equal opportunities and welcomes applications from all sections of the community.

- Have good interpersonal and communication skills
- Be reliable
- To have an interest in working with mild/moderate frail elderly in the community
- To have a basic understanding of potential risk hazards in the community
- Knowledge of basic technology (use of phones or laptops) and internet
- Enjoys exercising and being able to promote physical activity and its benefits to people

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- Be caring, supportive and motivated
- Show empathy and compassion for the people around you
- To be able to lone work in the community
- Able to work as part of a team
- Able to complete tasks effectively and efficiently
- Committed to uphold [Trust core values](#) (Togetherness, Responsibility, Excellence, Caring) and NHS policies

What we can offer you

- A full induction, training and brief to your role
- On-going support and guidance from a member of staff
- The opportunity to develop your personal and professional skills
- The opportunity to get involved in other areas of The Trust's work, including NHS careers
- Reimbursement of reasonable and agreed expenses
- The opportunity to contribute to our mission supporting outstanding patient care.

Time commitment

There is an expected minimum commitment once a week for at least 6 months for this role

The general time options activities could occur (these are not specific scheduled shifts)

	Morning	Afternoon	Evenings	Nights
Monday	X	X		
Tuesday	X	X		
Wednesday	X	X		
Thursday	X	X		
Friday	X	X		
Saturday	x	x		
Sunday	x	x		

Number of volunteers needed

We will need 4 volunteer(s) for this role

'West London NHS Trust is committed to safeguarding all children and vulnerable adults and expects all staff and volunteers to share this commitment.'

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