

Purpose

Tasks may involve supporting vulnerable or frail people in the community or at NHS Vaccination/Testing Sites, understanding their needs, "fetching and carrying" for them, safeguarding their health and wellbeing, protecting them whilst in isolation and linking them to services they need or request.

You must be friendly, respectful and trustworthy: make sure that people feel safe, heard, and cared for. You must be confident in speaking with people whose needs, views and culture may differ from your own. The people you are in contact with may be elderly, vulnerable, lonely, have learning disabilities, or be a young family - so it is of the utmost importance that you are able to show empathy, respect and understanding.

You must be able to make clear arrangements with people and complete the agreed tasks faithfully and within the agreed timetable.

Role

1. Complete the induction and any relevant mandatory training provided.
2. Read and understand the general guidance for the role.
3. Receive referrals of people to contact and read any background information provided.
4. If contacting a person referred to you for support, understand their needs, and:
 - a. **(practical support)** make appropriate arrangements to collect and / or deliver their shopping or medication or complete other agreed tasks such as taking their dog for a walk or to the vet.
 - b. **(keeping in touch)** use the appropriate communications guidelines as the basis for a meaningful conversation.
5. Always be guided by the wellbeing needs of the person you are talking with and be alert to any new or emerging needs. Where appropriate, make a referral to:
 - a. Community Help Herts / C1st Volunteer Brokers (020 8386 4006)
 - b. Pod Admin Vaccination Scheduling Team (0203 765 4321)
 - c. Herts Help (0300 123 4044)
 - d. Herts Independent Living Service (0330 200 0103)

In an emergency, always call 999.

6. Agree a time for your next befriending call.
7. Make accurate records of the support you have provided noting any significant matters.

Please watch these useful online Volunteer Induction Videos

Introduction to Safeguarding - <https://youtu.be/QL2inKODjHs>

Practical Support Volunteering - <https://youtu.be/Q7x8G86xkwc>

Keeping in Touch Volunteering - <https://youtu.be/Gac9QAvugU8>

Volunteering agreement: COVID-19 Compassionate Community Connectors & Vaccination/Test Centre Stewards

Communities 1st will provide you with training and guidance, regular support and feedback, a written reference if requested. By signing this document, you agree to volunteer in this role, working to the agreed role description, and affirm you will operate within the following rules.

1. Undertake the work assigned and complete the work conscientiously and to the standard indicated. Ask your volunteer co-ordinator for help or guidance when needed
2. Treat everyone fairly and equally and never display any prejudice against anyone or treat them differently because of their age, sex, race, religion, disability, sexual orientation, gender, views or marital status.
3. Anything you learn in this role about any individual must be treated in strictest confidence and not shared outside the organisation. Respect people's right to privacy – do not share any details of the individual or your discussions other than with your co-ordinator or with agencies to which the individual has agreed to be referred. Never share your own personal details.
4. Base telephone calls and visits on guidance provided. Focus on the needs of the people you call and do nothing to undermine or weaken their health, independence or wellbeing.
5. Operate within our data and communication protocol: do not record or reproduce any information for your personal use. You must only use the agreed data communication system (Volunteering Dashboard)
6. Be alert for any signs of abusive or controlling behaviour that might indicate that someone's safety is at risk - raise any concerns immediately with your co-ordinator or with Communities 1st Safeguarding Officer: Tom Watkins (020 3940 4871) or Nicola O'Neill (020 3559 3559).
7. Never ask for money or bank details. If anyone offers money or to share any details, politely and firmly decline. You MUST report the incident to your co-ordinator.
8. If anyone becomes aggressive whilst you are volunteering, tell them you are going to end the visit, call or conversation and report the incident to your co-ordinator immediately.
9. Keep up-to-date with current Public Health guidance: never compromise anyone's isolation, never enter anyone's house and always keep at least two metres away.

If you cannot digitally confirm your acceptance of these terms please complete the following and return to the Volunteer Centre:

Name: _____ Signature: _____
Address: _____ Date of Birth: _____

Email: _____
Telephone: _____

Additional confirmations:

- Date Record signed _____
- I have read para 3 above and confirm I will respect people's right to privacy and treat data confidentially
- I will never solicit or accept any gifts, cash, bank details or passwords
- I am not in one of the Government categories classed as clinically extremely vulnerable to Coronavirus
- I will instantly inform my co-ordinator if I display any symptoms of coronavirus or if a doctor or health professional advises me to self-isolate