

Volunteer Role Description

Role Title	Volunteer Visitor (Extra-Care Housing)
Purpose of the role	Volunteers help to reduce loneliness and enhance the wellbeing of the tenants of extra-care housing developments in Midlothian. Volunteer visitors provide a friendly visit on a one-to-one basis. A visit could involve chatting, sharing a hobby or interest together or, where appropriate, taking a walk in the local area.
Where	Various sites across Midlothian
When	A minimum commitment of 2 hours a week. Visiting can take place at agreed times from Monday-Sunday, during the daytime or evenings.
Tasks to be undertaken	<p>Tasks include:</p> <ul style="list-style-type: none"> • Offer a friendly visit to tenants of extra-care housing • Engage in one-to-one activities eg. reminiscence, playing cards/board games, light gardening, local walks • Provide appropriate feedback to site staff including escalating any concerns or worries • Maintain confidentiality and data handling procedures in accordance with NHS Lothian policies • Actively participate in training and support meetings
Tasks not to be undertaken	<p>Volunteers do not provide:</p> <ul style="list-style-type: none"> • personal care (toileting, feeding, bathing, providing medication) • support with errands (such as food shopping, collecting prescriptions) • specialised mental health support or counselling
Skills, Attitudes and Experience needed	<p>Skills</p> <ul style="list-style-type: none"> • Good listening and communication skills • Comfortable making small talk and starting a conversation • Ability to be empathic, patient, and non-judgemental • Punctual and reliable • A warm, friendly, and professional approach <p>Attitudes</p> <ul style="list-style-type: none"> • Respect for confidentiality • Willingness to adhere to the boundaries of the role • Willingness to maintain regular contact with staff on site <p>Experience</p> <ul style="list-style-type: none"> • No previous experience is required; full training will be provided
Support /Supervision	<ul style="list-style-type: none"> • Role-specific training • Site-specific induction • Coordination and support from on-site staff • Optional ongoing learning opportunities as part of NHS Lothian volunteer programme
Expenses	Agreed out of pocket expenses which are incurred when carrying out this volunteer role will be reimbursed in line with the NHS Lothian

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	volunteer expenses policy and signed off by the Voluntary Services Manager.
How to apply / what happens next	Application Pack, Informal interview, Training, References, PVG check
Created, by whom	15/02/2020, Georgia Sinclair, VSM