



Engage With Age volunteer role description

Role title: HOPE Lead volunteer

Main purpose: to gather regular feedback from HOPE hub participants

What is HOPE?

The HOPE project, which stands for Hubs for Older People's Engagement, was set up in April 2012. The aims of the project are to reduce social isolation amongst older people, encourage participation and promote a sense of involvement and well-being. The project involves a partnership between Engage With Age and local Housing Associations which provide facilities and activities for older people from within the housing scheme itself and from the local neighbourhood. Volunteers are critical to stimulate and engage older people during activities, as well as ensure the smooth running of the hub programme.

HOPE Lead Volunteer's role

As a HOPE Lead volunteer you will provide an invaluable service of assisting us to regularly evaluate and gather feedback from the hub participants, as well as being a point of contact for other hub volunteers at an activity. come along to the HOPE project activities in the local hub and assist in many ways. You would not be asked or expected to carry out all tasks, but these are a guideline to what you could be doing:

- Attend each hub on a regular basis
- Carry out short, basic, informal interviews with group participants, either on the day or at a more appropriate time in their own homes
- Record responses on a spreadsheet
- Report any concerns to a member of staff
- Ensure all group participants have an opportunity to feedback
- Help identify potential informal volunteers within the hub
- Support Engage With Age's HOPE outreach work in the local communities to find and motivate isolated people to become involved
- Keeping accurate records of group activities and attendance, where applicable
- Informing appropriate colleagues and staff about how well things are going
- Learning about and following Engage With Age's health and safety standards at all times
- Being aware of and committed to Engage With Age's policies and procedures such as Health & Safety, Volunteer policy and so on.

Hub venues and frequency

- Visit the HOPE housing schemes and community venues throughout Greater Belfast on a regular basis
- Commit 2-4 hours per week if possible

We would ask that you commit at least three months to the HOPE project but would encourage you to stay as long as you are able and wish to!

Support

The Volunteer co-ordinator will provide ongoing support through regular telephone contact, supervision meetings and occasional social events for volunteers.

Qualifications and experience

No specific qualifications or volunteer experience is required. The role may be ideal for you if you have:

- Basic IT skills
- Good written skills
- Ability to build up a rapport with group participants
- Good interview and communication skills
- Ability to be patient and caring
- Punctuality and reliability
- An understanding and commitment to confidentiality
- A commitment to teamwork with other volunteers and staff from Engage with Age and the housing scheme.
- A commitment to attend training and development workshops
- A desire to help others and in turn have fun too!

How will Engage With Age support you?

You will be reimbursed out-of-pocket expenses, in accordance with Engage With Age's Volunteer policy. You will receive appropriate induction and ongoing training for your role in the HOPE Project, as well as regular support from the Volunteer Co-ordinator.

ACCESS NI checks – Enhanced level checks to be carried out for this role.

We hope that you will find volunteering with Engage With Age a fulfilling, enjoyable and rewarding experience. Engage With Age values all volunteers and is committed to Equal Opportunities. We welcome your feedback on your experience as a volunteer with us at any time.