

**Job Description**

**Position:** Volunteer Visitor

**Responsible to:** Co-ordinator, Accredited Visiting Service, Age Concern Hamilton

**Primary objectives:**

1. To enhance the well-being and quality of life of an older person, who is isolated or in need of social contact, by establishing and maintaining a friendly and companionable relationship with them.
2. To complement rather than replace any family, friends, care providers or other contacts this person may have.
3. A commitment of at least one hour a week for at least six months to visit your client.

**Skills Required:**

1. An understanding of, and an empathy with, the ways of older people.
2. Tact, objectivity and respect for confidence.
3. Active listening and good communication skills.
4. Reliability in keeping in touch with your person and also your co-ordinator.
5. Excellent spoken English is essential as many of our clients struggle with their hearing and are coping with other challenging issues.

**Key Tasks:**

* Regularly visiting your person and sharing companionship with them.
* Communicating with your person by phone when you cannot visit as expected.
* Communicating with your AVS Co-ordinator:
* whenever you have any concerns about your person’s welfare or your relationship with them.
* if you have any difficulty continuing to visit your person for any reason.

**Results Required:**

1. That a mutually enjoyable and rewarding friendly relationship is established and maintained as long as possible.
2. That, as a member of an Age Concern Accredited Visiting Service, you act within the goals, ethics and philosophies of the Service, thereby ensuring the maintenance of Age Concern’s reputation as an organisation that promotes quality of life and supports the needs and interests of older people.