

Volunteer Role Description

Older People & Carers Champion

Purpose of the role

The Council wishes to encourage Area Boards to identify champions in each of the county's community areas who will have a key role in representing the views of older people and carers at both a local and county wide level.

Furthermore volunteers will be asked to:

- Talk to and seek the views of older people and/or carers in their local communities on matters related to services provided by the Council or NHS and represent these views at area boards.
- Work with area boards and local voluntary groups to encourage joint working and share experience to help new local groups set up.
- Advocate for older people and/or carers and be a focal point for identifying what service improvements or developments are required.
- Link with and report to the Community Engagement Manager.
- Talk to older people or carers to obtain their views about services. They will represent these views at Area Board meetings or other meetings as requested and discuss with the Council and CCG Commissioners the priorities for older people or carers and work with them on service improvements and developments.
- Provide a focus for the exchange of views and information between older people and/or carers and the Council's adult care and housing services.
- Work with the Area Boards on service improvements and developments to meet the needs of people in community areas.
- Attend area boards to report back on older people and carers issues.
- Attend meetings with other champions and the Council.
- Participate in induction training and ongoing personal development where appropriate. This will include mandatory elements essential for carrying out the role, such as safeguarding which must be completed prior to any volunteering taking place

- Use appropriate claim forms when claiming mileage or expenses
- Comply with Health and Safety Regulations.
- Register as a Wiltshire Council volunteer
- Registration with Fleet Services if the role includes driving on behalf of Wiltshire Council

Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all volunteers volunteering with these groups are asked to share a commitment to this. You will be expected to report any concerns relating to the safeguarding of children and/or young people and/or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children or young people gives cause for concern, the Council's agreed Child Protection or Adult Safeguarding procedures will be followed.

Volunteer Skills and Qualities Checklist

Older Peoples Champion:

- An ability to make a minimum commitment, as specified per role description.
- An understanding of the issues facing older people in today's society, especially loneliness and social exclusion
- An ability to comply with all relevant policy guidelines.
- An ability to maintain boundaries concerning the role and relationship with members of the community
- An ability to listen and communicate with people.
- An ability to recognise own limits of knowledge and responsibility and to be willing to seek advice and support from the Community Engagement manager or other relevant staff.
- A willingness to participate in induction training and team meetings wherever necessary.
- A commitment to non-judgemental practices.
- A willingness to undertake an enhanced disclosure check with the disclosure and barring service (DBS). The organisation will arrange to cover the cost of this.

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