



Good Neighbour Volunteer Role:

The Good Neighbour scheme was set up to promote the involvement of volunteers to befriend isolated and vulnerable older people living in the Armagh City & District and Dungannon & South Tyrone Borough Council areas.

Project aims & objectives:

- To provide individual support and companionship through home visiting volunteers
- To encourage involvement in the community through news of events/clubs/projects in the area that may be of interest to the service user
- To alleviate feelings of vulnerability to crime through regular consistent contact with the volunteer and project staff
- To build genuine friendships
- To provide low level support activities that may have caused harm or place the service user at risk

What volunteers do

Personal:

- Keep the person company in their own home for one or more (dependant upon individual commitment) hours per week - have a chat, offer a listening ear
- Keep them up to date with local events & services - perhaps escort them on a Good Morning Neighbour project outing.
- Offer friendship; thereby relieving isolation and reducing fear of crime.
- Refer the service user back to the project officer for signposting to other relevant services.

Health and safety:

- Inform key contacts if any harm comes to the service user (with consent if appropriate), or if entry cannot be gained at the arranged time.
- Use hygiene hand gels/wipes when entering and leaving the Service Users home.
- Inform the Project Officer immediately of any problems or concerns
- Participate in project training

Communication

- Keep the Project Officer up to date with any changes in the befriending role
- Return all Project progress forms in good time
- Inform personal vehicle insurance company that their car is being used to bring them to and from a volunteering role

Community&Voluntary Services

- Submit regular expense forms for travel to and from the service users home only

What Volunteers don't do

- Personal care – volunteers must never undertake any form of personal care – even if they are trained in this, or have experience of this outside of the project.
- Taxi duties – the Good Neighbour Project only offers visits and any other arrangements between the volunteers and the service user must be viewed as outside the project remit.
- Visit service users when suffering from, or potentially suffering from any contagious illness – this includes having knowingly been in the proximity of someone else with a contagious illness.
- Take on any extra duties as part of the Good Neighbour project without first consulting with the Project Officer.
- Bring other individuals to the service users home or visit ad hoc/without prior notice or express permission from the service user.
- Discuss any personal information pertaining to the service user to anyone outside of the project

There is no typical volunteer; volunteers come from a range of backgrounds: all we require is that people have time to listen and show a caring interest in others who need extra support.

New volunteers *must* complete an Access NI form and be willing to attend preparation/training courses, these are designed to equip volunteers with all they need to know about their befriending role, however, the project staff are keen to hear ideas around additional training that may be useful.

We also offer volunteers regular support and provide a variety of other training options and activities within the Project.

Volunteers are encouraged to claim regular expenses, this can include the cost of travel to and from the Service Users home, and also the purchase of Hygiene Hand Gel's and wipes and any other health and safety measures required after approval by project officer.

For further information contact:

Seamus.