

## SIGHT ACTION

### VOLUNTEER'S ROLE DESCRIPTION



### COMMUNITY VOLUNTEERS

#### **Overview of the Role**

To assist service users with a variety of tasks in their local community – reading mail, guiding or driving to appointments, going shopping, visiting on a fairly regular basis, helping with simple IT issues, simple tasks in the home – **this does not include cleaning or personal care.**

#### **Training and Support**

Training is provided to all volunteers before they start volunteering with Sight Action. Training includes:

- An overview of the organisation
- Visual awareness training
- Sighted guiding
- Sight Action's Volunteer's Handbook.

Volunteers will be supported by the Volunteer Co-ordinator and/or the Manager at Hearing and Sight Care Centre in Caithness.

### **Responsibilities**

- To be familiar with Sight Action's policies and procedures
- To take part in regular support appointments, feeding back any issues or concerns that you may have, both with your volunteering or personally
- To be involved in evaluating the service
- To inform the Volunteer Co-ordinator or member of Sight Action staff if you are unable to volunteer in your designated task
- To adhere to the Volunteer Code of Conduct.

### **Skills and Qualities**

No formal qualifications are required for this volunteer position but an interest in people, skills in listening and the ability to communicate with a wide range of members of the public are essential. The role requires reliability, honesty and trustworthiness.

All volunteers will be required to provide the contact details of two referees who can be contacted to provide an account of character, skills and qualities. Referees cannot be a family member and will need to have known the potential volunteer for a minimum of a year

### **Time Commitment**

Volunteers should be able to provide a minimum of three to four hours a month. Days and times will be arranged to suit and may occasionally involve volunteering at the weekend.

### **Location**

Volunteers will usually volunteer within their own local area or town, although limited travel may be required.

### **Insurance and Expenses**

- While volunteers are active they will be insured.
- Travel expenses will be reimbursed
- Other reasonable out of pocket expenses will be reimbursed only if previously agreed with the Volunteer Co-ordinator

### **Reporting to:**

Volunteers will report to and be accountable to the Volunteer Co-ordinator.