

**Pilmey Development Project  
Community Connecting North East Edinburgh  
Volunteer Support Worker Role Description**

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**What is the Community Connecting service?**

We work in the North East of Edinburgh with older people who have become lonely and isolated and have lost the confidence to engage with their local communities; this could include taking part in community activities and groups and using local facilities and services.

Community Connecting North East Edinburgh supports older people to find out what is going on in their local area and, through matching them with a volunteer helps to build their confidence to get out and access community resources, try new things or take up old interests once again.

**What do Community Connecting volunteers do?**

Volunteers must be over 18 and are matched with an older person whom they will help/support for up to 4 months. We ask that volunteers commit to being with the service for a year, therefore during that time volunteers will help up to 3 different people. However in certain circumstances we can accept volunteers for a shorter period.

As a volunteer, you will begin by looking at what is going on in the local area with the person you are matched with. Together you will then agree a plan of what the person you are matched with would like to do during your time together to help them achieve their goals. This plan will include the groups, services, facilities and activities the person you are matched with would like to take part in and describe what we can do to support the person to work towards these goals, for example; helping someone rebuild their confidence to go on a bus or attending activities together until the person feels comfortable doing it themselves.

In addition to the one to one support you can give as a volunteer, the person you are matched with will be invited to come along to Community Connecting groups which will give another opportunity for them to get to know people within their community.

Within Community Connecting, the frequency and duration of meetings is decided by people using our service and volunteers. Most volunteers and service users meet on a weekly basis for 2 – 3 hours.

**Who are Community Connecting volunteers?**

Volunteers get involved with Pilmey Development Project for a wide range of reasons, for example, because of their own experiences; to help people and contribute to society; to get experience working in this area; to change career, or perhaps because a friend or member of their family has experienced difficulties with their own health and wellbeing.

We particularly welcome older people as volunteers within this service because of the life experience they bring.

We do not ask for any work experience, but instead we concentrate on the values that volunteers hold.

We ask that volunteers have:

- ⤴ a positive outlook and be optimistic
- ⤴ good listening skills
- ⤴ patience
- ⤴ a non-judgemental approach
- ⤴ warmth, and are friendly and approachable
- ⤴ empathy
- ⤴ an understanding of issues affecting older people
- ⤴ respect that others are of equal worth
- ⤴ an appreciation of differences
- ⤴ an openness of learning
- ⤴ an understanding of confidentiality

Community Connecting volunteers can:

- ⤴ get on with other people
- ⤴ work on their own/use initiative/common sense
- ⤴ motivate and encourage others
- ⤴ ask for help and support and are aware of limitations of their role

### **Training**

All volunteers are expected to successfully complete the induction training course before being matched with an older person. If you are not suitable we will let you know why and suggest further training opportunities. The course will give you the basic tools you'll need as a volunteer. Additional training to be given as required eg falls prevention awareness, first aid, mental health awareness.

### **Support**

Every volunteer will be supported by a Support and Development Worker. Volunteers meet with their Support and Development Worker on a regular basis for around one hour every 4 to 6 weeks. In addition email support is offered.

There are also opportunities to meet with other volunteers within the Community Connecting North East Edinburgh Project.

### **Disclosure**

In this role, you will need to complete a PVG (Protecting Vulnerable Groups Scheme : criminal records check); we will guide you through this process.

### **Storage of personal information**

When you apply to volunteer with Pilmeny Development Project we will keep your personal information in a locked filing cabinet. We will also enter your name, address and telephone number onto a contacts database held within the team.

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If you are interested in this role, please fill out the generic application form and return it to:

**Danny McShane or Mary Keegan at Pilmeny Development Project,**  
19 – 21 Buchanan Street, Edinburgh, EH6 8SQ  
Email: [dannycc@btconnect.com](mailto:dannycc@btconnect.com) or [marycc@btconnect.com](mailto:marycc@btconnect.com)