**Village Agent Role Description**

The Village Agent role is to:

Commit to giving a few hours per week on a flexible basis volunteering in your local community

Provide information and sign-posting to older people that is accurate, easy to understand and up-to-date.

Utilise the Age Concern Hampshire Information & Advice Team, as well as other accurate resources, to provide the best possible information to the older people living in their community.

Directly engage with older people in a friendly, courteous manner.

Respond to enquiries from community members in a prompt and considerate manner, keeping requests and conversations confidential where appropriate.

Report on activities undertaken as a Village Agent and outcomes from the community on a monthly basis, and complete wellbeing questionnaires with clients to demonstrate the success of the project.

Provide Home Fire Safety visits on behalf of Hampshire Fire and Rescue Service to deliver safety advice and support, or to signpost to Hampshire Fire and Rescue Service if appropriate.

Attend training, attend team meetings, support and supervision sessions and liaise regularly with the Village Agent Co-ordinator.

Adhere to all Age Concern Hampshire’s policies and procedures. Be representative of Age Concern Hampshire when performing the role of Village Agent and to therefore have a good understanding of the wider services

Age Concern Hampshire provides (full support and training given by Village Agent co-ordinator)To claim out of pocket expenses (i.e. travel) on the form provided.

To contact the Village Agent co –ordinator if you feel there is an emergency situation or any other concerns for the safety of older persons you may meet –

See more at: http://www.ageconcernhampshire.org.uk/get-involved/volunteer-for-us/village-agents.html#sthash.QsoGWdID.dpuf