



## The Royal British Legion - Volunteer Role Description

### Role: Visitor Volunteer

#### **Purpose of role**

To provide comradeship to individual beneficiaries in their home, in hospital or within the community.

#### **Tasks**

- Make contact with and arrange to visit beneficiaries as requested by the Area team or local Branch.
- Carry out visits to provide companionship to those isolated, unwell or in need of support
- Work with other members of the Area team to research and identify activities and opportunities which may be suitable and of interest to particular beneficiaries, providing valuable input into the development of local knowledge.
- Refer further domestic needs to the Area team and report back regularly on number and frequency of visits
- Develop and maintain a working knowledge of the Legion, its mission, objectives and operations.

#### **Location**

You will be expected to meet with the beneficiary at any location within a pre-agreed geographical spread in the Area.

#### **Support and supervision**

There will be ongoing day to day support from the Area team. Your supervisor will meet with you to discuss your volunteering, including workload, training and opportunities for personal development.

#### **Benefits of the role**

You will be helping to make a difference to the lives of members of the Armed Forces community. In doing so you will gain valuable experience of working in a professional, forward-looking charity that supports and campaigns for, and is responsive to, the needs of the Armed Forces community.

You will be part of a friendly, committed team and meet a wide range of people. You will have the chance to draw on your skills and experience or acquire new skills, be accountable for carrying out a set of tasks and you will have access to further training. All of this will give you valuable experience for the future, whether that be in the Legion workforce or in further volunteering.



## **Personal qualities and requirements**

For this role we are looking for someone who is committed to our mission and values, enjoys meeting people and had good interpersonal skills. We would expect you to be a reliable and dependable team player who is able to:

- Be able to empathise with, offer comradeship to and befriend beneficiaries
- Be comfortable working on your own
- Be committed to equality and diversity

We require two satisfactory references from independent referees before we can confirm you in your role.

A full driving licence and use of a suitable vehicle with appropriate insurance cover will be an essential requirement for travel to outreach locations not easily served by public transport.

## **Availability**

In order for the role to be rewarding for our beneficiaries, yourself and the Legion, we ask that you give a commitment for a regular amount of time each month. The actual amount of time agreed with the Area team will be reflected in your Volunteer Agreement.

## **How we work together**

We are grateful for your gift of time in helping us to support the Armed Forces community. In serving these beneficiaries we require that you:

- Respect beneficiary confidentiality and work in a personalised way based on sensitivity and respect for beneficiaries and members of the public.
- Act with integrity; work collaboratively with colleagues, sharing knowledge and information within the team as appropriate.
- Work within agreed Legion policies and procedures and in accordance with the British Legion's Health and Safety policy and other appropriate guidelines.
- Attend updates and training meetings annually to keep up to date with the needs of your role and with what the Legion is doing.
- Respect the diversity of beneficiaries, staff and volunteers and support beneficiaries from a diverse range of backgrounds.

We aim to make your volunteering with the Legion an enjoyable and rewarding experience. We will also cover you on our public liability insurance (excluding motor vehicles) and reimburse agreed travel expenses.