



Home from Hospital Volunteer

Core Purpose

To support vulnerable individuals leaving hospital or living at home with limited support, by providing short-term practical assistance, typically for up to six weeks, to help them regain independence, maintain wellbeing, and reduce the risk of hospital readmission.

Key Responsibilities

Supporting with Shopping Tasks

- Picking up a few essential shopping items and delivering them to the service users home.

Collecting Medication

- Collecting prescriptions or medication and delivering them to the service users home.

Support Wider Tasks

- Other short-term support tasks as agreed with the Derbyshire Home from Hospital Service Co-Ordinator.

Notes:

You'll be asked to help on an as and when basis, sometimes at short notice, for periods usually lasting up to six weeks. We'll get in touch by phone, email, or through a messaging group to see if you're available, and you can simply let us know if you're able to help.

If a client needs longer-term support, we'll agree together on what's needed, including how often and for how long you'll be involved. You'll be matched with clients whose needs fit your availability, and the level of commitment will be discussed at the start. Some volunteering opportunities may be short-term, and where appropriate, you'll be encouraged to help clients connect with other services for ongoing support.

Significance of the Role

- Provides short-term support that enables individuals to manage daily tasks, regain confidence, and maintain autonomy during recovery immediately after discharge.
- Assists people with limited family or social support, ensuring they are not left without essential help.
- By supporting daily living and wellbeing, the role reduces health complications and avoids repeated hospital stays.
- Offers practical, person-centred support that complements healthcare services and social care provision.

Impact of the Role

- Provides practical assistance and reassurance, helping individuals recover more comfortably and confidently at home.
- Offers practical support during a potentially vulnerable period, improving overall quality of life.
- Demonstrates reliable, compassionate support, increasing confidence in local volunteer and healthcare programmes.
- Reduces the burden on formal care services by offering short-term, practical assistance that prevents escalation of care needs.



Time Commitment

This is a **FLEXIBLE** Volunteering role has **no set hours or minimum time commitment**.

Skills Required

There are **no specific qualifications or prior experience required** for this role.

It would be advantageous if you are:

- Able to manage simple tasks efficiently, and prioritise needs.
- Comfortable assisting with everyday tasks.
- Consistently available and dependable, respecting agreed-upon tasks.
- Flexible in responding to different needs, environments, or unexpected situations.
- Respecting privacy and handling sensitive information responsibly.
- Noticing changes in wellbeing or environment that may require further support.

General Expectations

- To respond promptly to communications, including phone calls, emails, and SMS text messages, to confirm availability for tasks.
- Be punctual, reliable and committed and maintain a friendly and positive attitude.
- Respect confidentiality and the dignity of all.
- Have good listening and communication skills.
- To be respectful, non-judgemental and committed to Equality, Diversity and Inclusion.
- To establish and work within the agreed boundaries of the role.
- To understand and work within SDCVS policies and procedures, including Confidentiality, Equality, Diversity and Inclusion, Safeguarding, and Personal Safety.

Expenses Reimbursement

We will pay mileage at the HMRC rate of 45p per mile or part thereof. Reasonable Public Transport costs can be reimbursed but should be discussed and agreed in advance.

Safer Recruitment

In line with our Safer Recruitment practice you will be required to undertake a **Enhanced Level Disclosure and Barring Services (DBS) Records Check**.

Application and Onboarding

Step 1 - We'll send you an **application form** to complete. As part of your application, we'll ask you to provide us with details for **two people we can contact to obtain a personal character reference (these need to be people you have known for 2 or more years and not family members)**. You will also need to present or send us copies of **two ID documents for us to verify your identity and address**.

Step 2 - A **telephone call** with the relevant Service Coordinator will be arranged to explain more about the specific volunteer role.

Step 3 - Once approved, we will take you through the onboarding process, which will involve **induction, role specific training (where necessary), and completion of an Enhanced DBS check** (which we will arrange and pay for). Finally you will be required to sign a **volunteer agreement** and **confidentiality statement**.

Training and Support

A comprehensive induction and additional learning and development (where identified) shall be provided to all volunteers prior to and during your volunteering.

Volunteers are also given the opportunity to attend regular support and development sessions with the designated Service Coordinator.