



ROLE DESCRIPTION: VOLUNTEER TECHNICIAN

Accountable to: Andrew Goodwin, Hearing Loss Outreach Services Manager

Why is this role needed?

JDA runs a number of services for deaf and hard of hearing people, aimed at reducing loneliness and isolation. There is a real need to provide basic hearing aid maintenance in care homes as most residents are unable to visit audiologists. These elderly people will have mobility difficulties, possible dementia as well as hearing loss.

We need positive and cheerful volunteers to provide basic hearing aid maintenance. You'll be ensuring that elderly people with hearing loss will be able to engage in activities and get the most out of their aids.

Function:

Make visits to people in care homes and ensure that equipment such as hearing aids are functioning properly and to carry out basic maintenance.

Key tasks:

- Meet service users in care homes at pre-agreed times
- Provide basic hearing aid maintenance, re-tubing and battery replacement
- Identify appropriate equipment needs and generate referrals to the Information & Technology Centre
- Promote the use of deaf awareness with staff in the home
- Assist the promotion of the service by attending appropriate events with JDA staff.

Key skills, experience and attributes required:

- Excellent time keeping and reliability - essential
- Technically able (no specific knowledge required as training will be given)
- Good listening skills and clear speech
- Cheerful and friendly personality
- At ease with people from different backgrounds
- An interest in learning about people who are deaf or hard of hearing.

You will need:

- To be prepared to travel to care homes (expenses paid)
- Access to a phone to call the service user to make meeting arrangements
- Access to a computer to receive emails and return feedback forms.

General:

- To become a volunteer you will be asked to complete the volunteer membership pack, to attend a short training session and to sign the terms and conditions
- References and a Disclosure and Barring Service check will be required for all volunteer roles
- You will be reimbursed for all agreed travel costs.

Benefits to individuals of performing the role:

- Rewarding – the satisfaction that you are helping an essential service run smoothly
- A focused and supportive training course (including deaf awareness)
- Full support from the lovely staff at JDA and the feeling of being a part of a valued team
- Volunteering for an excellent and reputable Charity and supporting a cause you care about
- Develop skills to enhance your CV
- Excellent introduction to an admin role for work experience
- Increased social opportunities and meeting new people
- Building confidence and self-esteem.

Commitment:

- Volunteers can commit to performing their role on a regular or occasion basis, (depending on their personal preference)
- To enable you to get the most out of your training, volunteering and to provide continuity, we ask you to commit to the role for at least six months.

It is expected that all volunteers will:

- Undertake their volunteering in accordance with the values of JDA
- Adhere to JDA's volunteering policies and procedures
- Support the principles outlined in the organisation's Equal Opportunities and Diversity Policy
- Attend any specific training required for the role to support the effective undertaking of their volunteering
- Follow any instructions and accept supervision.

Equal Opportunities:

Everyone will be offered the opportunity to volunteer with JDA as specified in the Equalities Act 2010.

Having a criminal conviction, may not prevent you from volunteering – please see our Criminal Conviction policy for further information.

How to apply:

Please fill out the application form which is available on our website, or you can contact us for a paper copy to be posted to you (see contact numbers below).

Either email it to the Andrew Goodwin, Hearing Loss Outreach Service Manager, at andrew@hearingconnect.org.uk or post the completed form to:

JDA

Julius Newman House
Woodside Park Road
North Finchley
London N12 8RP

Telephone: 020 8446 0502 (voice)

Textphone: 020 8446 4037

Telephone: 020 8446 0214 (Technology & Information Centre- voice, textphone, answerphone)

Fax: 020 8445 7451