



Service: Hear 2 Help	Reporting to: Laura Ainsworth/ Sarah Allen
Volunteer role: Hearing Aid Clinic Volunteer	Date of issue: March 2016

Hear 2 Help service:

The aim of the Hear 2 Help project is to provide hearing aid maintenance, advice and support within the local community to NHS hearing aid users via Drop In Clinics, Care Home visits, Sheltered Housing visits and Home visits.

Goals:

To provide support and advice to hearing aid users, their families, carers, community groups and professionals.

Key tasks:

- Visit service users within their homes, residential/ day care centers and walk-in clinics;
- Undertake basic maintenance on hearing aids such as re-tubing and battery replacement,
- Promote the Hear2Help clinics via word of mouth, poster distribution, emails, phone etc...
- Sign post other agencies that may be beneficial to the service user, such as the Sensory Impairment Team
- Monitor the number visits carried out and feedback to Volunteer Co-coordinator;
- Promote the work of The Ear Foundation
- Meet with other Ear Foundation staff members and volunteers to discuss the project and suggest any improvements.

Skills needed:

- Knowledge of or willingness to learn about issues affecting deaf and hard of hearing people, particularly older people;
- Friendly, reliable and approachable manner;
- Ability to listen to questions and to answer appropriately;
- happy to work with a wide range of people especially the elderly;

Location:

Nottingham and Nottinghamshire

Commitment:

The length of each information session can vary, from a few hours, to a full day.

Transport:

You will need to be able to travel locally to different places, whether by car or public transport. Expenses will be reimbursed, according to The Ear Foundation Travel and Subsistence Policy.

The Ear Foundation

Hearing and communicating in a technological era



Support and supervision:

Regular support will be given by your Volunteer

Co-ordinator, especially in the early stages of your role as you settle in. You will also receive informal support from other Ear Foundation volunteers as you work together and attend each other's clinics.

Training/learning needed:

The Ear Foundation offers full, on-going training for all volunteers specific to the volunteering role. This may include:

- Accredited training in Understanding Hearing Loss and Hearing Aid Support and Basic Maintenance if required
- In house training, shadowing the adult support co-ordinator, with a tick sheet to work through.
- Re-tubing practice
- Working alongside other volunteers

Benefits: What will you gain by becoming a volunteer for The Ear Foundation:

- Training – learning new skills, and gaining up-to-date knowledge of issues affecting deaf and hard of hearing people;
- Experience – meeting new people in different situations, building new friendships with other volunteers;
- Fulfillment – knowing that the information you provide will make a real difference to those who receive it, and raising deaf awareness throughout society as a whole;
- Expenses – all expenses incurred as a result of your volunteering will be reimbursed, according to The Ear Foundation expenses policy;

Opportunity to try other volunteering roles within The Ear Foundation.

Disclosure:

You **will** be required to complete a Disclosure Barring Service (DBS formerly known as Criminal Records Bureau- CRB check), as some of your work may include working with vulnerable adults.

What next?

Thank you for showing an interest in volunteering with The Ear Foundation. If you are interested in becoming a volunteer, please complete a volunteer registration form or contact Laura at The Ear Foundation; laura@earfoundation.org.uk, 83 Sherwin Road, Nottingham, NG7 2FB. 0115 942 1985.