

## Volunteer Role Description

**Volunteer role:** Hearing Aid Support Volunteer – Localities

## Goals:

Provide support and advice to NHS hearing aid users at our Hear to Help Hearing Aid Maintenance Clinic, helping with basic maintenance and support of hearing aids.



## Benefits of volunteering:

- **Training** learning new skills and gaining up-to-date knowledge of issues affecting **deaf people and those with hearing loss or tinnitus**.
- **Experience** meeting new people in different situations, building new friendships with other RNID volunteers
- **Fulfilment** – knowing that your support will make a real difference to those who receive it and you will be helping to raise deaf awareness throughout society as a whole
- **Expenses** – all expenses incurred because of your volunteering will be reimbursed, according to the RNID policy
- **Opportunity** to try other volunteering roles within RNID.

## Suggested tasks:

- attend our regular support sessions for hearing aid users
- undertake basic maintenance on hearing aids such as cleaning or changing tubing, ear moulds and filters and replacing batteries
- offer practical support to optimise hearing aids
- signpost other agencies that may be beneficial to the service user
- monitor the number of visits carried out and feedback to the volunteer co-ordinator
- complete relevant paperwork during support sessions
- refer enquiries to RNID staff if you do not know the answer
- keep all information given or discussed within the service confidential
- promote the work of RNID
- meet with other RNID volunteers and staff to discuss the project and suggest any improvements.



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## Skills needed:

- Some experience of using hearing aids would be preferable but not essential
- Willingness to learn about, or existing knowledge of, issues affecting deaf people and those who have hearing loss and tinnitus
- Friendly, reliable, and approachable manner
- Ability to listen to questions and to answer appropriately
- Willing to work with a wide range of people

## Training/Learning needed:

Regular support and trainings will be given by your Development Officer/Volunteer Co-ordinator especially in the early stages of your role as you settle in. Full resources will be provided, alongside shadowing opportunities. You will also receive informal support from other RNID volunteers.

## Time:

The level of commitment depends on the individual volunteer however we would ask for a minimum of two hours per month.

## Location:

Positions will be offered within your local area.

## Support and supervision:

Regular support will be given by your Volunteer Co-ordinator and fellow volunteers.

## Our commitment to Safeguarding

At RNID, we take very seriously our responsibilities for the safety and welfare of the people who use our services, our volunteers, staff, and the organisation as a whole.

All applicants successful at interview will be asked to disclose unspent convictions under the terms of the Rehabilitation of Offenders Act 1974 (as amended in 2013).

Criminal records will be taken into account only when the conviction is relevant and declaring a conviction will not necessarily prevent you from being considered for a role. Any decisions will depend on the type of offence and its relevance to the volunteering role that you are applying for at RNID



## Hearing Aid Support Volunteer – Localities

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[Volunteer application form - RNID](#)