

East Sussex Hearing Resource Centre
Hearing Aid Maintenance Volunteer Role Description

- 1) To visit on a regular basis Residential Homes, Sheltered Units, Nursing Homes, Day Centres or people with mobility problems to establish a friendly and helpful relationship with hard of hearing residents/individuals and to provide the following services:
 - a) Check hearing aids are functioning
 - b) Check ear moulds and clean if necessary
 - c) Check tubing and replace where appropriate
 - d) Check hearing aid batteries and replace if necessary
 - e) To go over basic guidance on using hearing aids

- 2) To liaise with manager/warden on any needs client may require.

- 3) If necessary, with clients consent, to involve family or carer in understanding, use and care of hearing aid.

- 4) Refer any needs of client to East Sussex Hearing Resource Centre.

- 5) Inform client of support services such as lip reading classes, Communication Groups, Sign Language Classes, assistive devices, Social Services support and other voluntary organisations. This information and any other concerns to be fed back to Volunteer Manager.

- 6) Send, email or give monthly report and expenses sheet to East Sussex Hearing Resource Centre.

- 7) Attend appropriate training/support sessions as directed by Volunteer Manager.

- 8) Obtain supplies of equipment from East Sussex Hearing Resource Centre

Note – visits or venues should be at least monthly and the presence of volunteers should always be noted to a member of staff at the organisation visited.

Notes

Volunteers may not be called upon to do all the above tasks on a regular basis – this will depend on the individual and/or the establishment.

Training will be approximately 6 hours, over at least 2 sessions, and on going as required i.e. Refresher sessions

Volunteers will be given a ring binder containing notes and references at the start of their training.

Volunteers can claim travel expenses such as bus fares or if using car – 40p per mile. Any other expenses will only be reimbursed at Volunteer Manager's discretion. An expenses form must be completed each month.

The use of a car is not essential. However, if a volunteer wishes to use their car, they must be sure that they have appropriate car insurance cover.

Volunteers will be issued with an Authorisation card and should carry it at all times when working on behalf of the East Sussex Hearing Resource Centre.

Due to the personal nature of some of the work involved, volunteers are requested to respect the confidentiality of any information they may gain directly or indirectly about clients or their situations during the course of their work with the East Sussex Hearing Resource Centre.