

## Visiting Volunteer Role Description

**Title:** Visiting Volunteer

**Lead contact:** Provincial Grand Almoner (or contact nominated by Province)

### Role overview

The Masonic Charitable Foundation (Registered charity number 1164703, Company number 09751836) supports hundreds of members of the Masonic Community every year. Visiting Volunteers play a key role in the provision of this support by assisting potential beneficiaries to complete and return the application form.

This role is best suited to volunteers looking to make a three to five year commitment. This will give the best opportunity for the volunteers to really use the training they will be receiving as part of their induction.

The amount of time spent visiting will vary depending on the number of requests for support that are made but visits themselves can take several hours in complicated situations. Each Provincial Grand Lodge will be able to provide details of the typical time commitment in their local area.

### Sample activities

- Contacting applicants to arrange a suitable time and location to meet and complete an application to the Foundation
- Visiting existing beneficiaries to complete an application form for renewal of support
- Completing an application form, preparing a supporting report and checking and forwarding relevant documents

### Responsibilities

- Contact and visit applicants as soon as possible after receiving a visit commission
- Complete application forms and check documents to confirm income / capital / savings etc. and any other relevant information
- Check applicant is in receipt of relevant state benefits and, if appropriate, signpost the applicant towards obtaining state support



- Prepare an objective, detailed report for submission with the application
- Submit the completed application form and documents without unnecessary delay
- Maintain confidentiality of applicants in accordance with the Data Protection Act
- Obtain assistance from the MCF's Advice & Support Team when appropriate
- Visit existing beneficiaries to carry out a review of finances and circumstances and submit review documents without unnecessary delay
- Successfully complete initial and regular ongoing training as required for the role
- Assist with mentoring newly appointed Visiting Volunteers and identifying potential future Volunteers
- Act in accordance with the Volunteer Agreement

### Key skills/attributes

- Caring nature
- Ability to remain objective
- Good level of literacy, numeracy and IT skills
- Understanding of confidentiality and commitment to safeguarding personal information
- Organised approach
- Knowledge of state benefits is helpful, but is not essential as full training will be provided

### Other requirements

- Access to own computer with printer and email
- Available to make visits at times convenient to applicants
- Experience in a caring/support role is desirable but not essential
- Access to own transport



## Expenses

Visiting Volunteers will be reimbursed for reasonable out of pocket expenses in line with the expenses policy.

## Training

Visiting Volunteers are provided with extensive training for the role. All volunteers must successfully complete an induction training course, followed by a small number of accompanied visits. It is expected that all Visiting Volunteers will attend refresher training at intervals throughout their time as a Visiting Volunteer.

## Provincial responsibilities

Provincial Grand Lodges may choose to combine the role of Visiting Volunteer with additional local responsibilities. Full information will be provided by the Provincial Grand Lodge who will also provide any additional training required.

**Last reviewed/updated: August 2018**

**Next review due: August 2019**