

# How can we help you?

## Information & Advice [Open Monday to Friday, 11:00am - 4:00pm] 0116 299 2278

A free and confidential service to assist with issues affecting your quality of life including: finances & welfare benefits; housing & property; leisure activities.

## Day Care Services 0116 222 0572

Social support in a community setting including care, entertainment and companionship, with optional transport if required.

## Home Care 0116 299 2266

Assistance with domestic tasks to make living at home that little easier to manage. Services include: food preparation; cleaning & ironing; shopping; collecting prescriptions; personal care; companionship; support with appointments & outings.

## Handyman & Gardening 0116 299 2266

A 'no job too small' household maintenance service including: gardening; home security & safety; basic decorating; home maintenance.

## Respite 0116 299 2266

Fully trained Respite Workers offer carers a break from the stress and demands of caring for someone. We also offer dementia respite by workers experienced and trained in dementia care.

## Befriending Services 0116 299 2233

A free service offering regular visits or phone calls to people who are socially isolated or feel alone.

**We are a local charity**  
**with a national name**  
**...giving local older people a voice**

Age UK Leicester Shire & Rutland Limited  
Registered Charity No: 1146649  
Limited Company No: 7844309

## Products and Services 0116 254 5451

Products and services for the over 50s: home, car and travel insurance, personal alarms, weekly lottery and funeral plans.

Age UK Home, Car & Travel Insurance are administered by Ageas Retail Limited. Age UK Funeral Plans are provided by Dignity. Brought to you by Age UK Enterprises Limited. Age UK Personal Alarms are provided by PPP Taking Care Limited and brought to you by Age UK Trading CIC.

Age UK Enterprises Limited and Ageas Retail Limited, who are both authorised and regulated by the Financial Conduct Authority, will arrange the sale of the insurance policy. Ageas Retail Limited is a sister company of Ageas Insurance Limited. Personal Alarms are provided by PPP Taking Care Limited, a subsidiary of AXA PPP healthcare Group Limited, which is registered in England and Wales (number 01488490). Registered address: 5 Old Broad Street, London, EC2N 1AD. VAT number 243 674 160.

Age UK Leicester Shire & Rutland is an Appointed Representative of Age UK Enterprises Limited.

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# Volunteering



For more information please contact us:

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**Volunteer Department**

0116 299 2256

Web: [www.ageukleics.org.uk](http://www.ageukleics.org.uk)

Email: [volunteering@ageukleics.org.uk](mailto:volunteering@ageukleics.org.uk)

Find us on social media:



Age UK Leicester Shire & Rutland



@ageukleics

## Who we are and what we do

Age UK Leicester Shire & Rutland is a local charity that exists to promote the well being of older people by helping to make life fulfilling and enjoyable. We are committed to maintaining the dignity, privacy and independence of older people by providing a range of relevant services which meet the needs and wishes of Leicester, Leicestershire & Rutland residents.

Our ageing population, alongside shrinking public funding and grant aid, means that our reliance on the goodwill, generosity and community spirit of the public will increase over coming years. We have a committed workforce which is supported by a dedicated group of up to 1,200 volunteers who work with more than 3,000 older people locally to improve their lives. However, to continue to be effective, innovative in our approach and caring in our delivery, we always need new volunteers to work with us. If you are interested in giving something back to your local community by contributing some of your time, then we'd love to hear from you.

This leaflet will give you a flavour of the type of volunteer opportunities in which you could get involved. It's not a one-way street; our volunteers find their roles personally rewarding as well as professionally valuable as a stepping stone to employment or education opportunities.

We hope to welcome you soon as an Age UK Leicester Shire & Rutland volunteer.

Anthony Donovan  
Executive Director

## Meet some of our volunteers . . .

Valsa has been a volunteer with us for 7 years. Valsa helps to run the telephone befriending service at Clarence House, making calls to people who live alone or are socially isolated. Valsa volunteers with us for 2 hours one day a week.

*"Now that I am retired and live on my own I like to feel useful in society. I feel happy to talk to people and cheer them up, meet colleagues and have a reason to get up and come out of the house"*

Pramod volunteered to help in the Information & Advice department 11 years ago. Working 3 hours a week for us, Pramod provides benefits advice to clients and helps with translation and interpretation in Gujarati.

*"Leicester being unique in its approach to migrants, I wish more could be done for people making Leicester their home. I volunteered to learn about the culture, people and working of the country of my adoption. It also provides me with an opportunity to "pay back".*

Richard volunteers in the Loughborough & Mountsorrel area taking older people out and about and encouraging them to get involved in community activities. He volunteers 1 or 2 hours each week and has done for 7 years.

*"I enjoy seeing the progress of the clients from having no confidence in themselves to a point where they are able to engage with the rest of the world. Volunteering has given me a more sympathetic view of people's problems"*

Hannah has volunteered with us since September 2002 after completing her degree. She helps at the Earl Shilton resource centre helping older people to overcome their problems through art projects.

*"After my degree I wanted to gain experience down different avenues within art and design. I've gained experience in a different sector which is very rewarding and allows me to share some of my skills."*

John has been volunteering with us for 26 years at Coalville. He supports our team with administrative tasks including shredding, photocopying and preparing leaflets to send out to enquirers.

*"When I finished work I was asked if I would like to volunteer for Age Concern, as it was called at that time. I volunteer because I like meeting people and it keeps me active."*

**. . . what could you get out of volunteering?**

## What is required of me?

The general requirement for volunteers is just that you can be available regularly and reliably.

All of our volunteer roles require two references before starting. For some roles, a Disclosure and Barring service (DBS) check is also needed.

## How do I volunteer?

Please complete an enquiry form to give us your basic details and tell us what type of volunteering you are interested in. The enquiry form is available on our website, or you may contact the Volunteer Department for one.

When we receive your enquiry form we pass your details to the department you are interested in volunteering with so that the local Manager can contact you and arrange for you to visit them and discuss the role further. After your visit, if you would like to progress, you will be asked to complete an application form and DBS form (if necessary). This enables us to send for references and a DBS check before you start volunteering.

**If you are interested in helping in one of our shops** you can also pop into your nearest Age UK Leicester Shire & Rutland shop for an informal chat with the Shop Manager about current opportunities and the shop volunteer's role.

Because we work with vulnerable people we are diligent about our safeguarding procedures. This means that it can take up to 6 weeks for us to confirm your volunteer role with us. Whilst this may seem a long time we take seriously our duty of care to those we work with.



## What can I expect when I volunteer?

Our volunteers gain a lot of personal satisfaction from giving their time and skills to help us continue to provide our local services. In return we aim to make volunteer work with us a pleasurable and rewarding experience. We offer you:

- Interesting and varied work at a location that best suits you
- Volunteering hours to suit you as agreed with the local manager
- Personal interaction with our service users at a level with which you are comfortable
- Support appropriate to your role from the local manager
- To be trained in any areas required in order to fulfil your role safely and effectively
- Out of pocket travel expenses

Should you decide to move on to employment or further education, we can also offer you a reference showing the value you have added to your local community.

## Other ways to help us include:

- Donating items to be sold in our retail shops
- Running your own fundraising events, such as coffee mornings
- Making a financial donation either regularly or as a one-off payment
- Making us the beneficiary of your sponsored activities
- Leaving a legacy to Age UK Leicester Shire & Rutland in your Will

## And if we can help you . . .

Do not hesitate to contact us. We're here to support older people and their network of family and friends when the need arises. It may be information and advice, help with finances or accessing wellbeing group services - whatever it is you have our assurance that we will do whatever we can to help.



## What type of volunteer work can I do?

### Catering Services

The Clarence House 'Seasons' restaurant offers Leicester's older residents somewhere to meet and eat, chat over coffee or take a break when shopping.

Volunteers are needed to help provide a range of meals, snacks and beverages. Duties include preparing and serving food, serving on the tea bar, cashier duties, clearing tables and washing up. The restaurant opens from Monday to Saturday and needs volunteers at various times during the day.

### Befriending Services

Befriending services provide a social lifeline to older people with limited opportunities to leave their homes. We offer a telephone befriending service based in Leicester City Centre which provides a daily or weekly phone call between 9.30am and 4pm from Monday to Friday. Additionally, in some areas, grants allow us to offer befriending home visits to the lonely and vulnerable.

Volunteers help us to deliver both the telephone befriending and the home visit befriending services.

### Information & Advice Service

A mainstay of Age UK's services is the Information and Advice centre which receives 15,000 calls a year from people needing information and advice across a broad range of topics: claiming state benefits, pension assistance, residential care and legal issues amongst them.

Volunteers are needed across Leicester, Leicestershire and Rutland, both office based and to visit older people at home, assisting them to complete allowance and benefit application forms. Volunteers embarking on a role with the Information & Advice service receive induction training and on-the-job training shadowing case workers before they can make unsupervised visits. They will also receive regular on-going training.

### Day Care Centres

Day Care Centres offer an opportunity to socialise and engage in activities for older people who are physically frail, have learning disabilities or mental health issues. They may help people to adapt to living alone or just give them time out with companionship. Volunteers are required to help our staff run stimulating and structured activities.

A key role is to accompany our minibus drivers when collecting and returning clients to their homes. Escorts are needed from Monday to Friday between 8.30am to 4.30pm for either 4 or 8 hours.

### Shops

We have over 20 retail shops that sell clothing, home ware, furniture and books and some also serve refreshments. Our shops generate income for the charity which is then used to support needy, vulnerable, older people with services and advice to improve their lives.

Volunteer duties include preparing goods for sale, merchandising, customer assistance, cashier duties, sorting stock and serving tea & coffee.

### Fundraising

Fundraising is critical to maintain the income we need to preserve the quality of care and range of services we can provide to our older residents.

We need volunteers who would be willing to spare a few hours occasionally to help with a range of fundraising activities throughout the year including supermarket collections and Christmas Fairs.

### Other Opportunities

From time to time there are other opportunities across the organisation e.g. drivers, I.T. tutors, hairdressers and administrators, but we are always open to offers of help in any area which may support and advance the organisation with its fundraising and delivery of services.

