

## Age UK Calderdale & Kirklees Meet & Greet Volunteer

<b>ROLE:</b>	Meet & Greet Volunteer
<b>ACCOUNTABLE TO:</b>	Shopmobility Manager
<b>HOURS:</b>	Flexible
<b>LOCATION:</b>	At our shop in Halifax
<b>EXPERIENCE:</b>	No specific experience is required
<b>COMMITMENT:</b>	2-3 hours once or twice a week (negotiable). (Our busier times tend to be 11-2 but this is variable)
<b>ISSUE DATE:</b>	November 2023
<b>REISSUE DATE:</b>	

### AGE UK

Age UK Calderdale and Kirklees is a local charity, affiliated to the national charity Age UK. We help older people by providing practical, reliable services, letting you live the independent life you want and giving your family the peace of mind, knowing that you are being well looked after.

Our Choices shop in Woolshops, Halifax provides both a wide selection of mobility and living aids as well as hosting the Information and Advice workers. Choices is open 9.30am to 4pm and people using the advice and information service in person will drop-in between these hours (in addition to the telephone support provided)

### OUTLINE OF ROLE:

- To meet and greet people using the Choices shop
- To ensure people coming into the Choices shop are directed to the support they need
- To support the Team in managing waiting times at periods of high demand
- To be able to provide a listening ear to people using and waiting for the service including people who may have communication, mobility issues and complex needs

### THE IDEAL VOLUNTEER WILL HAVE

#### *Essential*

- Positive and person-centred attitude towards individuals.
- To work as part of a team.
- Ability to work without direct supervision.
- Active Listening Skills.
- Good writing/telephone skills.

- Be curious about services available across Calderdale & Kirklees
- Be aware of the importance of supportive supervision, boundaries and able to ask questions of colleagues

#### **TRAINING AND SUPERVISION:**

In house training and guidance will be provided during your Induction Period, along with regular ongoing supervision.

#### **RECOGNITION & SUPPORT:**

- Public transport expenses will be reimbursed.
- If own car used, mileage will be reimbursed at the current rate per mile.
- Lunch costs may be reimbursed depending on the number of hours volunteered in one go

#### **BENEFITS TO YOU:**

- Gain practical skills and experience
- Have fun whilst developing your planning and organisational skills
- Join a great team of like-minded people
- Enhance your CV

Interested?

Please call **01422 252 040** for more information and to arrange an informal chat:

*We look forward to hearing from you!*