

Volunteer role description

Volunteer role: Hub Information Drop-In Volunteer
Key contact: Visiting Support Services For Older People, Hub Drop-In Organiser
Placement: Venues in either East Cambridgeshire, Fenland or Huntingdonshire
Time commitment: At least 2 hours fortnightly
DBS check level; A DBS basic check plus 2 satisfactory references

Training required: AgeUK induction training is mandatory and you will not start your role with us prior to completing that. There may be additional training specific to the service required. Thereafter volunteers are expected to attend at least 2 team / volunteer meetings per year to share experiences and, receive training and direction from the event.

INTRODUCTION

AgeUK Cambridgeshire is an independent charitable organisation which exists to improve the life of older people in the county. The charity meets this objective by;

- Providing services
- Campaigning for a better deal for older people
- Working in partnership with other organisations
- Identifying, and finding new ways to meet new and changing needs

ROLE PURPOSE

To regularly attend Hub Information drop-in sessions providing support and guidance, where appropriate to older people, their carers and families, enabling them access to support and services. The Hub Information drop-ins provide an additional, easily accessible support network to complement the Visiting Support Service for Older People (VSSOP), which aims to promote wellbeing and self-resilience.

Skills/Abilities and experience beneficial to the role

A real desire to make a difference to people's lives but you may also have:

- An ability to work as a team member together with a friendly, approachable and enthusiastic manner
- An understanding of the need for older peoples' support and the issues experienced by individuals, carers and their families
- Be reliable and committed to the aims of the VSSOP with an ability to empathise and engage with all individuals, regardless of cultural or social background

Tasks/responsibilities

Not all tasks will be required – it is for the volunteer and the Hub Organiser to discuss which tasks the Volunteer would prefer to carry out

- Supporting Hub Organiser and other volunteers to set up drop-in sessions, displaying leaflets, posters etc
- Welcoming callers to the drop-ins, offering leaflets, providing support with reading paperwork, occasional help with form filling, signposting to other services and referring into the VSSOP if needs are more complex
- To accept the supervision, direction and support offered by AgeUK CAP
- Raising awareness of general services and activities which might be provided by AgeUK CAP or others, to the benefit of older people and their families