

Volunteer role description

Volunteer role: Handy person Admin Support
Key contact: Handyperson Service Team Leader
Placement: County Office in Chatteris
Time Commitment: 1x4hours session weekly
DBS check level; Basic level check plus 2 satisfactory references

Training required: Age UK induction training is mandatory and you will not start your role with us prior to completing that. There may be additional on the job/service specific training required. There after 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

Age UK 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 call previous service users who have had 'Free works' completed within the last 6 months and complete a satisfaction questionnaire.

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 and enthusiastic and friendly approach
- An understanding for the need of mobility aids to enable older people and adults living with a disability more independence in their own homes.
- Be reliable and committed to the wellbeing of the people that we serve and provide information where necessary on the support we can offer, along with the ability to empathise and engage, regardless of cultural or social background

Tasks/responsibilities

- Phone calls to service users who have works completed recently.
- To accept the supervision, direction and support offered by Age UK CAP
- Raising awareness of general services and activities which might be provided by Age UK CAP or others, to the benefit of older people, adults living with a disability and their families