

Community Warden service Volunteer role description

Introduction

AgeUK Cambridgeshire is an independent, local charity 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

Volunteer role: To assist the community warden

Key contact: The Community Warden Team Leader

Placement: Various opportunities within Cambridgeshire and Peterborough

DBS check level: Enhanced level

Training required: Mandatory AgeUK CAP induction and service specific training. Additional training offered as appropriate for this role.

Role Purpose

Provide support to service users to enable them to maintain their independence. Tasks may include accompanying them on outings to community activities, helping them to complete tasks such as booking an appointment or assisting them to access services.

Skills/Abilities and experience beneficial to the role

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

- An ability to work as a team member
- A friendly, enthusiastic, and patient approach to working with people.
- An understanding of the need for an older person to retain their independence and their ability to make decisions.
- Be reliable and committed to working with an individual
- Be able to empathise, respect and engage with all service users regardless of cultural or social background
- Demonstrate strong listening and good communication skills

Tasks/responsibilities

- Supporting service users to engage in social activities, assist with everyday tasks or accompanying a service user to access services.
- Tasks will vary according to the service user's needs but will be agreed between the volunteer and the scheme manager.
- Accompanying service user out in the local community, where authorised, to engage in short, simple activities.
- To engage with the supervision, direction and support offered by AgeUK CAP
- Undertake training as required for this role
- Respect service users and organisation confidentiality at all times.

- 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