

## Lend-a-Hand Bank Volunteer

<b>Service</b>	Organisation-wide support
<b>Role Description</b>	To help older people with one-off tasks, or short-term mentoring, under the Volunteer Programme, and/or supporting the PIC team to improve wellbeing and independence of their clients, as and when available on a casual basis
<b>Location</b>	Home visits or short trips within the London Borough of Croydon; some home working tasks (remote tech support)

### Duties (volunteer to decide which duties they wish to carry out):

- **Supporting clients to access services, activities, and social events in the community**
  - Assisting client to access public transport
  - Supporting client at activities, clubs, or classes
  - Encouraging participation, motivating, and supporting client at activities, clubs, or classes
  - Accompanying on short walks, shopping trips, events, activities, and appointments
- **Supporting clients in their own home**
  - Encouraging client to build confidence and independence
  - Assisting client in obtaining and completing various forms
  - Helping with activities such as light cooking, reading, etc., agreed upon between you and the client
  - Supporting client with using and accessing the internet, phone, or TV
- **Practical household and handyperson tasks**
  - Fixing shelves, handles, handrails, and similar handyperson tasks
  - Performing one-off household tasks, such as sorting and unpacking
  - Moving of furniture before and after hospital equipment installation
  - Setting up of digital equipment
  - Small gardening tasks
  - Delivering of items
  - Taking unwanted items to charity shop or recycling centre

### Skills Required:

- Excellent communication skills
- Good organisational skills
- Ability to send and receive emails
- Having a non-judgemental approach
- Having patience and flexibility
- Punctual and reliable

## **Benefits:**

- Relevant training courses will be provided
- Regular supervision and support given
- Meeting new people and being part of a vibrant volunteering team
- Gaining new skills
- Travel and other expenses will be reimbursed

## **Support:**

- You will receive a thorough induction before you start, to familiarise yourself with Age UK Croydon's policies and procedures.
- You will be assigned a line manager who is there to support and encourage you
- Regular catch-ups so you feel confident in your role

## **Time Commitment:**

- Flexible, various time slots available from Monday-Friday, 10am – 4pm

**\*Role is subject to two references and three month trial period. Lone working duties will require an enhanced DBS check\***