

### Shopmobility

Age UK Dudley appreciates your volunteering role and will do their best to make your volunteer experience enjoyable and rewarding.

#### **Purpose of Role:**

*To deliver / assist in delivering a quality shopmobility service.*

**Reporting to:** Project Co-ordinator

**Location:** Merry Hill

Hours:

At least 4 hours per week

#### **Duties and Responsibilities:**

- *Welcome customers and create a relaxed and friendly atmosphere*
- *Complete customer bookings over the telephone and in person using both manual and electronic systems, correctly and efficiently.*
- *Assist customers to access information and resources requested by signposting them.*
- *Assist new members to complete all necessary paperwork and record ID received.*
- *Ensure all new members are fully aware of the range of services provided by Shopmobility.*
- *Input new members onto the database, mail out membership information and record in internal processes as instructed.*
- *Issue vehicles to customers ensuring they are suitable to their needs, where this is not the case suggest appropriate alternatives.*
- *Ensure customers are fully trained in the safe use of the equipment prior to leaving the premises.*
- *Clean vehicles on return from hire, reporting any damage or faults.*
- *Undertake light maintenance of equipment such as checking tyre pressures are correctly inflated and that foot and arm rests are secure.*
- *Undertake general administrative duties to include post, photocopying and filing as requested.*
- *Attend internal events, supervision and support sessions as requested.*
- *Adhere to relevant Age UK Dudley policies and procedures*
- *To wear a personal identity badge whilst volunteering*

## Person Specification:

- *Specific skills relevant to the activity*
- *A liking for and an empathy with older people*
- *Patience and understanding*
- *The ability to work as part of a team*
- *Good listening skills and an understanding of safety issues*
- *An understanding of the need for confidentiality*
- *Sense of humour*
- *Good timekeeping*
- *Reliability and trustworthiness*

## Induction and Training Requirements:

- *Health and Safety*
- *Fire Safety*
- *Safeguarding*
- *I.T. and Databases*

## Expenses:

- *Age UK Dudley will repay any agreed expenses (bus fares, etc) on production of receipts paid out in the course of journeys, so that you are not out of pocket. Travel expenses will be paid on a mileage basis for all authorised journeys undertaken.*
- *Lunch (If volunteering over lunchtime period)*