



 **Volunteer Well Being Ambassador**

**Role Context:**

Age UK Ealing’s mission is to promote the wellbeing of all older people in Ealing and empower them to achieve full quality of life and provide a range of support services for older people in the London Borough of Ealing including Information and Advice Service, Day Centre, Befriending, Digital Inclusion and Gardening. We also run Greenford Community Centre, where our office and services are based alongside a range of other community activities.

As a Wellbeing Ambassador, you will play a vital role in supporting the overall well-being of our clients at the Wellbeing Day Centre for Older People. You will provide companionship, assistance, and encouragement to your assigned clients, promoting a positive and engaging environment based on the five pillars of wellbeing.

**Personal qualities for role:**

* Client Support: Develop meaningful relationships with assigned clients, offering companionship, active listening, and emotional support.
* Wellbeing Assistance: Assist clients in participating in activities and programs designed to promote physical, mental, and emotional well-being.
* Engagement Facilitation: Engage clients in conversations, games, and other stimulating activities to promote social interaction and cognitive function.
* Personalised Care: Understand the unique needs and preferences of each client and tailor support accordingly, while respecting their dignity and autonomy.
* Communication: Maintain clear and open communication with Centre staff regarding clients' progress, concerns, and any changes in needs.
* Promotion of Centre Activities: Encourage clients to participate in Centre events, workshops, and outings to enhance their overall wellbeing.
* Documentation: Keep accurate records of client interactions and activities, including any observations or concerns, to support the Centre's ongoing assessment and improvement efforts.

**Training and Development: Participate in relevant training sessions and workshops to enhance your knowledge and skills in supporting older adults' well-being.**

**Desirable Qualities:**

* Compassionate and empathetic nature, with a genuine interest in supporting older adults' wellbeing.
* Excellent communication and interpersonal skills, with the ability to build rapport and establish trust with clients.
* Patient, flexible, and adaptable, with the ability to respond calmly and effectively in challenging situations.
* Reliable and punctual, with a commitment to fulfilling assigned responsibilities and contributing positively to the Centre's mission.
* Prior experience working or volunteering with older adults is preferred but not required.

**Time Commitment**:

Our Well-Being Day Centre is run two days per week on Mondays and Thursday 9:00am-3.30 pm with scheduling flexibility to accommodate clients' needs and Centre activities.

**Benefits**:

* Opportunity to make a meaningful difference in the lives of older adults and contribute to their overall well-being.
* Gain valuable experience and skills in working with diverse populations and promoting social inclusion.
* Receive training, support, and ongoing supervision from experienced Centre staff.
* Join a welcoming and supportive community of volunteers dedicated to enhancing the quality of life for older adults.
* Skills Certificate.

**Location:** Greenford Community Centre, Greenford UB6 9JS

**Time involved:** Monday and Thursday 9.30am – 3.30pm. For a minimum of four hours, you can stop volunteering at any time but please do let us know as soon as possible.

**Expenses and Insurance:** We will cover agreed out-of-pocket expenses for volunteers (e.g. travel costs). We provide insurance cover for the time you are volunteering with us. **This role is offered subject to satisfactory references and Disclosure and Barring Service (DBS) check, and we can help you to obtain a free DBS certificate.**

**Responsible to**: Day Centre Managers.