

Newham Support Service

Shopping Support Volunteer Task Outline

Background

The London Borough of Newham continues to be one of the hardest hit areas in the UK during the Covid-19 pandemic. It has highlighted and exacerbated inequalities in health, mental health and social connection in Newham. Long-standing issues of social isolation have been worsened for many, as people's usual sources of social connection have become unavailable.

In response to feedback collected by Newham Council, residents have expressed they would benefit from support to build up their lost confidence due to long self-isolation, including support with shopping.

Our Newham Support Service aims to build on this need in conjunction with our Digital Inclusion work to support residents to access grocery shopping and to engage in activities within their community, either online or in-person.

This is a new programme, and we are testing it as a pilot to ensure we are getting it right. During this pilot phase, we will be asking for regular feedback from our volunteers as well the people they support.

Location	Online / Newham
Commitment	Minimum of 3 months from start of befriending match for 1-2 hours per week . Also includes: <ul style="list-style-type: none">• 30-minute informal interview (via Zoom)• Willing to undertake an enhanced DBS check• 2-hour core training session (Induction)• 1-2 hours per week to include call/video call or meet-up with client plus submitting a short online report on how the call or meet-up went• 1-hour per quarter (every three months) peer group supervision
Purpose of Role	<ul style="list-style-type: none">• To provide friendly and supportive assistance for clients to complete their weekly shopping.• Support can be offered digitally (telephone and/or Zoom) or in-person depending on both the client's needs and your preference.• Where activities are delivered digitally: to support the client to use a device to access online grocery shopping.• To provide feedback to aid programme development.
Support Provided	<ul style="list-style-type: none">• Full remote training and induction provided.

	<ul style="list-style-type: none"> • We will complete the Disclosure and Barring Service (DBS) application with you. • Supervision and direct contact with the Volunteer Co-ordinator. • Join and participate in peer support groups and meet other volunteers to share experiences and good practice. • Social and celebration events.
Skills and attributes Required	<ul style="list-style-type: none"> • Good communication skills with a friendly approachable manner • Solution focused: a positive 'can do' attitude • Good listening skills and patience • Reliable and committed to do at least 1 meet-up/call/video call a week for the committed period • Ability to navigate the internet via smart phone, tablet and/or PC • Applicants must be over the age of 18 • Knowledge of the Newham area (<i>useful but not essential</i>)
Benefits	<ul style="list-style-type: none"> • Develop new skills and enhance existing knowledge • Meet people • Make a difference within your community • Enhance the quality of life of the people you are volunteering with • Do something inspiring and rewarding • Gain confidence • Take part in training and learning opportunities • Earn Tempo Time Credits which can be redeemed on a wide range of services, activities and events. To find out more visit
More information & Application	<p>Should you wish to volunteer with Age UK East London please complete the short application form at: www.ageuk.org.uk/eastlondon/get-involved/volunteer/</p> <p><i>All tasks must be carried out in accordance with Age UK's East London's policies and procedures including Equal Opportunities, Health & Safety, Confidentiality, Complaints, Data protection and Safeguarding Vulnerable Adults.</i></p>

The Volunteer Journey

Example: Support provided digitally (telephone and/or Zoom)

<p>Week 1</p>	<ul style="list-style-type: none"> You submit a short application via the Age UK East London volunteering application webform and specify which volunteering role you are applying for.
<p>Week 2 - 3</p>	<ul style="list-style-type: none"> You are contacted by the Volunteer Coordinator at Age UK East London to arrange a Zoom call where you will complete a DBS application and discuss both the role and the service.
<p>Week 3 - 4</p>	<ul style="list-style-type: none"> You are booked onto the next available core training session where you will meet our Digital Inclusion Officers. You receive a DBS application form in the post to your home address. You complete the form and return it to the Age UK East London office via post for processing.
<p>Week 4 - 8</p>	<ul style="list-style-type: none"> You attend the induction training and await your DBS certificate to be issued via post to your home address.
<p>Week 8 - 9</p>	<ul style="list-style-type: none"> Your DBS certificate arrives in the post to your home address. You send a photo/scanned copy of your DBS certificate to the Volunteer Coordinator at Age UK East London along with your date/time availability to volunteer. You are matched to a client and your first call is organised for the following week. You will receive a client profile ahead of your call as well as next steps via email.
<p>Ongoing</p>	<ul style="list-style-type: none"> You carry out weekly calls and/or Zoom calls with the client which we anticipate will take around 1 hour per call. You may cover the following: Zoom, creating an online account with a Supermarket, using emails, using a search engine etc. The topics vary depending on the client's interests and goals which you will learn in your introductory call and during your ongoing sessions. You attend quarterly peer-supervision sessions, facilitated by Age UK East London staff, via Zoom to meet other volunteers, resolve issues or questions and share good practice.
<p>Once match ends</p>	<ul style="list-style-type: none"> You speak with the Volunteer Coordinator at Age UK East London about the possibility of being re-matched to another client, moving onto a different role, or ending your volunteering with us.

