

Volunteer Role Outline SOCIAL GROUP VOLUNTEER

The role involves:

- To be professional at all times as an Age UK Gateshead representative by being positive and
- To introduce and welcome new members to the group who are ensuring that they feel welcome and at ease by spending time chatting to them and introducing them to others in the group so as they feel included.
- To be understanding, sympathetic and respect confidentiality at all times.
- To develop a good and trusting relationship with the clients by listening.
- To complete client registration documents and registers.
- Handle cash where applicable and provide written evidence for audit purposes if necessary.
- Liaise with the project co-ordinators during office hours to provide updates on the progress of the group.
- Deliver a positive, friendly and relaxed environment for the group.
- To serve refreshments and organise raffle/bingo.
- Knowledge of public transport in the North East.
- Discuss with the group, research and arrange trips out from time to time and inform the co-ordinators in advance so as they can be made aware and/or advertise if necessary.

The role will also require you:

- To adhere to the relevant policies and procedures of Age UK Gateshead particularly in relation to guidance regarding, health and safety, confidentiality, and the safeguarding of vulnerable adults.
- To undertake organisation induction/up-dates and appropriate role based training.
- Assist by helping to raise awareness about the project and promote

our organisation in a positive manner by word of mouth, leaflet distribution and social media.

- Attend volunteer supervision meetings.

The skills required for this role are:

- Motivated and Reliable
- Excellent communication and listening skills
- Sense of humour
- Understand the needs of older people
- Patience and sensitivity
- Understanding of client confidentiality

Summary of group:

This group is aimed at people who are wanting to make new friends and feel included. The client base will be the 50 plus generation who want to extend their social circle.

The target audience will be:

- Clients new to the area
- Carers needing some time with others
- Couples who want to improve their social lives
- People who are bereaved
- Single people who want to make new friends
- Retired people looking for new activities

Suggested hours:

To be discussed with project co-ordinators, Audrey Wood & Sharon Dryden

Location:

Blaydon Library

Expenses:

Age UK Gateshead will repay any agreed expenses such as bus fares, on production of receipts for all of our volunteers. We agree to pay 40p per

mile towards the cost of mileage, this will be paid on a monthly basis for all authorised journeys undertaken by car.

Control behaviour personal behaviour