

10 to 3 Clubs are run by Age UK Hertfordshire to make life more fulfilling for an older person, who is socially isolated. Volunteers would be required to help them to enjoy a day out at one of our local clubs.

Supported by: 10 to 3 Club Supervisor

Hours: As agreed with Supervisor but generally 9.30am to 3.00pm on weekdays

Location: Varies according to location of club

Main Tasks: To be agreed with the Age UK Hertfordshire contact, but will include tasks from the following list:

- Welcoming members to the club and helping them with their coats;
- Making tea/coffee for members and washing up tea/coffee cups and setting up, clearing and cleaning tables and assisting members to and from the dining area at lunchtime;
- Helping members enjoy the day's activities by providing encouragement and/or assistance as relevant;
- Moving furniture as and when required for activities;
- Listening to and talking with members and assisting them to and from the dining room at lunchtime;
- Delivering activities in accordance with your interests and abilities – this would be organised as part of a pre-set programme of activities developed by the Club Supervisor;
- Serving lunches and drinks as required;
- Assisting Age UK Hertfordshire staff as requested in accordance with your interests and abilities – this may include organising transport, accompanying staff who visit potential new members at home, purchasing refreshments;
- Report any health and safety issues to Age UK Hertfordshire staff;
- Attend monthly team meetings;
- All volunteers should read and comply with the policies and procedures of Age UK Hertfordshire.

Volunteer Specification The volunteer specification sets out the experience, skills and abilities required for the volunteer role.

Essential Criteria

- Good communication skills
- Ability to commit on a regular basis

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- Ability to work with others towards a common goal
- Common sense and a flexible approach to work
- A practical, caring disposition with sensitivity towards, and understanding of the needs of older people and the contribution they make to our society
- Ability to follow policies and procedures

Desirable Criteria

- Working with people with dementia
- Full driving licence with use of a car
- Experience of working or undertaking voluntary work with older people
- Willingness to attend training relevant to the role

Benefits:

- References given – after successful placement.
- Opportunity to use and further develop interpersonal skills.
- Opportunity to give back to the local community.
- Opportunity to meet new people and form friendships.
- Free training as relevant
- Reasonable expenses paid

Training: Age UK Hertfordshire offers training relevant to the tasks undertaken. Volunteers are urged to take advantage of this – some training may be considered essential. Informal information events are held on a regular basis.

Additional Information:

Confidentiality: Attention is drawn to the confidential aspects of this role and personal responsibility and liability under the Data Protection Act 1998. Matters of a confidential nature, including information relating to clients or staff, must not under any circumstances be divulged to any unauthorised person.

Health & Safety: The post holder is required to take reasonable care of their own health and safety and that of other people who may be affected by their acts or omissions at work and to ensure that statutory regulations, policies and codes of practice and departmental safety rules are adhered to.

Equality and Diversity Policy Statement: We believe that equality for all is a basic human right and actively oppose all forms of unlawful and unfair discrimination. We celebrate the diversity of society and are striving to promote and reflect that diversity within this organisation.

ENHANCED DBS [DISCLOSURE BARRING SERVICE) CHECK FOR REGULATED ACTIVITY

APPOINTMENT OF THIS POSITION IS SUBJECT TO SATISFACTORY REFERENCES.