

To make life more fulfilling for an older person who is socially isolated by helping them to enjoy a day out at an Age UK Hertfordshire day centre

Supported by: Centre Manager

Hours: To be agreed. Day Centre operates daytime on weekdays only

Location: Chalmers Court Day Centre, 23 Chalmers Court, Scots Hill,
Rickmansworth, WD3 3AB

Main Tasks: To be agreed with centre manager but will include the following:-

- Aiding members on and off transport
- Welcoming members to the club and helping them with their coats
- Making tea/coffee for members
- Washing up tea/coffee cups
- Helping members enjoy the day centres activities by providing encouragement and/or assistance as relevant
- Listening to and talking with members
- Helping members to and from the dining room at lunchtime
- Serving lunches and drinks as required
- Assisting the day centre staff as requested in accordance with you interests and abilities
- 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

- MUST be over 18 years of age with good communication skills
- Ability to liaise with a wide range of people
- A practical, caring disposition. Sensitivity towards, and understanding of the needs of older people and the contribution they make to our society.
- Ability to work with others towards a common goal
- Common sense and a flexible approach to work
- Willingness to attend training relating to your role
- Ability to follow policies and procedures

Cont'd/...

Desirable Criteria

- Experience of working with people with dementia
- Full driving licence with use of own car.

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.