

Volunteer Role Description

Title:	Social Wellbeing Volunteer
Overall purpose of role	To provide a friendly, supportive environment to people over the age of sixty, encouraging social contact to help reduce isolation in the community.
Outline of activities	<ul style="list-style-type: none"> • Make tea and coffee, prepare light refreshments • Assist with various activities: Chair exercises, Quizzes, Bingo, Games, Arts and Crafts, Group discussions on various topics. • Occasionally (with the coordinator), accompany clients on trips and events that are outside of the club. • To facilitate and encourage social interaction between group members, being sensitive to different cultures and beliefs. • To ensure that group members are involved in individual/group discussion and/or activities. • To help in the setting up of rooms for activities, for example moving tables and chairs <p>Interactive Club: Specific Skills</p> <ul style="list-style-type: none"> • As above and to be able to interpret when necessary (Somali, Urdu, Hindi or Punjabi) • Need to have the ability to move tables/chairs <p>Volunteer Drivers:</p> <ul style="list-style-type: none"> • To transport members to and from the centre, if previously agreed with the Social Wellbeing Co-ordinator. <i>Please remember to inform your insurance company if you are providing voluntary car transport.</i> • To ensure that their vehicles are safe, roadworthy and provide driving documents. Valid driving Licence, MOT and Insurance on vehicle. • To ensure their vehicles are insured with Business Class cover and that they have advised their insurance company that they are providing voluntary car transport. • To advise AUKH of any change of vehicle or insurance company • To ensure that the passenger limit/seating capacity for their vehicles is not exceeded. • To ensure that drivers & all passengers wear seatbelts. Passengers who do not want to wear seat belts should not be carried. (Except on medical grounds.) • Drivers must not use a mobile phone whilst driving. • To ensure that any luggage/shopping is put in the boot or stored securely • Pets can be carried with clients, at the discretion of the driver. Guide dogs/hearing dogs should be taken in the vehicle. • To ensure that in the event of any accident, the organisation and emergency services are informed immediately and details

	given. If a client falls ill or is injured during a journey, the driver should seek immediate medical help.
Personal qualities and experience	<ul style="list-style-type: none"> • Experience of dealing with members of the public in a professional way • Good interpersonal skills and be able to talk to a wide variety of people • Empathy and an understanding of the issues that face older people • Enthusiasm and reliability
A commitment to the role	<ul style="list-style-type: none"> • We would like all volunteers who join Age UK Hillingdon to join with the intention of staying for at least 6 months • Attend an annual review meeting with your line manager • Attend occasional training relevant to this role • You will not undertake any form of employment (whether paid or unpaid) for any person (including Age UK Hillingdon clients) that you have met as a result of carrying out your duties. Furthermore, you will refrain from contacting any person (including Age UK clients) that you have met as a result of carrying out your duties, nor will you provide such persons with the means of contacting you directly outside the formal means within the service.
What can you expect from volunteering at Age UK Hillingdon	<ul style="list-style-type: none"> • Clearly defined voluntary role within the organisation. • Provide induction, information and training to enable you to carry out your role effectively. • Support your development within the role and your personal development by offering appropriate induction, training and feedback opportunities. • Provide you with the policies, procedures and standards of the organisation in relation to volunteers. • Provide an accessible complaints procedure. • Provide references where needed after 6 months volunteering <p>Out of pocket expenses.</p>
Still interested?	Please contact Clare Lansdown on 0208 756 3062 or e-mail volunteering@ageukhillingdon.org.uk for further details

This role outline is binding in honors only, and is not intended to be legally binding

Age UK Hillingdon is committed to safeguarding and promoting the welfare of all older people and children within the London Borough of Hillingdon