

Volunteer Role Description

ROLE: **Day Care /Passenger Assistant Volunteer**

ROLE PURPOSE: To provide support within our community day centre setting, assisting the day care team in delivering optimum quality of care and support to our client/s. The role will or can include assisting our minibus driver with AM and/or PM pick up's and drop offs, helping clients on and off the vehicle ensuring a safe and comfortable journey at all times.

ACCOUNTABLE TO: Day Care Organiser/Transport and Logistics Manager

TASKS AND ACTIVITIES

- 1. Care and Support:** Provide care and support activities directed by the Day Care Group Supervisor when appropriate, including planned outings and passenger assisting duties.

- 2. Manual Handling** To assist in the safe loading and unloading of older people on the minibus. Assist in passenger safety by the use of a seat belt or other safety devices. Assist in the transferring of client/s from wheelchair to day care seating.

- 2. Health and Safety:** To comply with safe moving and handling techniques in accordance with formal instructions of the Supervisor/Driver and training techniques when working with clients.

- 3. Training:** To undergo mandatory training relevant to the role. This will be discussed on a successful application

- 4. Working Practices:** To become familiar with all Age UK Leicester Shire & Rutland policies and practices as described in the Volunteers Handbook.

The tasks and activities listed are intended as a summary and may be varied from time to time in consultation with the volunteer concerned.

The role description is intended to clarify the tasks and activities of the volunteer and is for the benefit of all concerned. It does not form the basis of a contract of employment.

SKILLS AND EXPERIENCE

Essential

1. Physical ability to move and handle older people where appropriate
2. Team working skills as well as working on a one 2 one basis with clients
3. Ability to supervise one 2 one/group activities within the day centre
4. Patience and empathy
5. Good listening and communication skills
6. Support clients, staff and fellow volunteers
7. Caring and understanding nature
8. Empathy to the needs of older people
9. A non-judgemental approach to older people's preferences, culture, and lifestyle

Working Pattern: The number of days and hours will be negotiated between the volunteer and their supervisor.

Day Centre opening days and times:
Mon through to Friday 8.30am – 4.30pm

What we offer:

- Opportunity to work in your local community with a local charity
- The chance to be part of an exciting team
- The opportunity to be involved with activity's and outings with our clients
- Support and on-going training suitable for the role
- Learn new skills
- Paid travel expenses