

Volunteer Role Description

ROLE: Group Support Volunteer

ROLE PURPOSE:

To assist staff in the delivery of groups to people affected by dementia and carers.

Core groups provided include:

- Memory cafes
- Social Groups
- Activity Groups
- Carers Groups
- Carer Information Programmes

ACCOUNTABLE TO: Group, Training & Learning Coordinators.

DUTIES AND RESPONSIBILITIES

1. **Welcome and information provision:** Welcoming attendees and providing access to information such as leaflets on display.
2. **Communication:** Support people with dementia and their carers to engage in groups, whether this be supporting them to communicate, take part in activities, be a listening ear.
3. **Group set up:** Support staff to set up activities and refreshments before the group begins and pack away activities and refreshments at the end of the group.
4. **Refreshments:** Support with providing refreshments to group attendees, i.e. making tea, coffee.
5. **Communication with staff / Safeguarding:** Communicating any concerns to staff, including any concerns you have observed or issues that have been disclosed to you by the group attendees.
6. **Reliability:** Communication with role manager to confirm your attendance and advise if unable to attend a group.
7. **Group Development:** Work with the staff to reflect on the facilitation of the group during a post-group debrief, in order to support the development of the group.
8. **Understand boundaries of role:** Group support volunteers do not provide personal care to clients, do not carry clients in their cars as passengers and do not contact or visit clients outside of the group environment.

9. **Training:** To undergo appropriate training as required

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

The duties and responsibilities 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 duties and responsibilities 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. Able to work in a team
2. Good time keeping
3. Reliable
4. Mid – long term commitment
5. Empathy
6. Interest in supporting people living with dementia and their families.

Desirable

1. Knowledge of the needs of people living with dementia and their carers
2. Previous experience of supporting people living with dementia and their carers.
3. Previous experience of volunteering or working within a support group environment.
4. Physically fit to support with moving tables and chairs if required,
5. Interest in becoming involved with other volunteering opportunities.

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

What we offer:

- The chance to be part of an exciting team who will support and develop you with ongoing training
- The opportunity to be involved with outings with our service users
- The chance to make a real contribution to Age UK Leicester Shire and Rutland's work
- Paid travel expenses

A volunteer is someone who provides **unpaid** support to
Age UK Leicester Shire & Rutland