

## Volunteer roles available to support Age UK Lindsey services

Please note this is to be used as a guideline; not all roles may be available when you contact us. Some of our roles require a DBS check. If this applies we will talk to you about this when we get in touch.

Department and role requirements	Where?	Time commitment
<b>Befriending</b> Our volunteer Befrienders are invaluable in combatting loneliness and isolation. We are looking for people to offer anything from an hour a week to chat over the telephone or visit someone in their home (when guidelines permit). This can also include supporting an older person to take part in a local activity or group.	Making calls from your own home.  Visiting clients across our area in their homes when Covid guidelines permit.	Minimum of 1 hour each week.
<b>Digital Support Project</b> Our Digital Champions assist and support people by providing advice and answering queries about using digital devices. They help facilitate our tablet loan scheme and support with zoom meetings and use of our new befriending app.	Making calls from your own home/ visits to support clients.	Minimum of 1 hour each week.
<b>Charity Shops</b> This busy role provides vital front of house and behind the scenes support for the staff. Tasks can include cashier work, merchandising and display, sorting donations plus steaming and cleaning to ensure the shop has a plentiful supply of fresh, good quality items. No experience necessary.	Brigg, Barton, Horncastle, Louth, Market Rasen, Spilsby, Tattershall, Woodhall Spa	Minimum of 1 morning or afternoon shift per week (9.30am-1pm and 1pm-4.30pm).
<b>Keep Connected Outreach Project</b> We will be taking our Mobile Outreach bus to various locations across our area and are looking for volunteers to help when the bus is in their community. This would involve welcoming people and talking about the services that the charity can offer. We will also be providing digital support through this project and helping older people to become more confident in using digital devices such as phones or laptops. If you are familiar with accessing the internet and would like to support older people to do the same then you are the person we are looking for.	Various locations across region.	As and when events are happening in your area.  A minimum of 1 hour.

Department and role requirements	Where?	Time commitment
<p><b>Information and Advice</b></p> <ul style="list-style-type: none"> <li>Supporting I&amp;A Officers with their caseloads by completing courtesy calls to clients when needed</li> <li>Meeting clients in their own homes to support them to complete Attendance Allowance and Blue Badge applications</li> <li>Facilitating clients to complete Benefit Calculations online, either over the phone or face-to-face</li> <li>Recording client interactions and relevant data on our caseload management system</li> <li>Liaising with I&amp;A Officers to ensure that clients' needs are fully met</li> <li>Being part of a vibrant, busy team who meet collectively once a month in Horncastle</li> <li>Full training will be required, and ongoing support and supervision provided, as well as any equipment needed</li> <li>You will need to be highly organised and possess good IT skills and have strong written and verbal communication skills</li> </ul>	<p>Home based with travel to Horncastle once a month for team meetings.</p> <p>Some travel in your local area to see clients as needed.</p>	<p>3-6 hours per week with flexibility around days.</p>
<p><b>Fundraising and Events</b></p> <p>Do you enjoy helping out in the community? This role involves helping on the day with events such as tombolas, fashion shows, stalls at fetes, coffee mornings and all other aspects of planning, organising and putting on an event.</p> <p>You might also want to put on your own event to help raise vital funds for the charity.</p>	<p>Across East and West Lindsey and North Lincolnshire</p>	<p>As and when events are happening in your area.</p>
<p><b>Charity Support Services</b></p> <p>You will be helping the charity in our office base, working in a team to support our service delivery. Tasks can include answering the telephone and helping with various admin tasks. You will need to have experience of using Microsoft packages including email and be confident on the telephone.</p>	<p>Horncastle</p>	<p>Minimum of 1 morning or afternoon each week.</p>
<p><b>Board of Trustees</b></p> <p>We are always looking for individuals with an interest in older people and our charity to support us. You will contribute actively to the board of trustees' role in giving strategic direction to the organisation, setting overall policy, defining goals, setting targets and safeguarding the good name and values of the organisation.</p>	<p>Varies. Mostly Horncastle.</p>	<p>Varies. 6 board meetings a year, plus extra meetings, depending on your involvement.</p>