

## Group Support Volunteer Role Description

To assist the Living Well staff team in the delivery of social groups and activities for adults aged 50+ and carers.

Core groups provided include:

- Dementia Coffee and Chat – for clients and their carer
- Men's Talk Social Group
- General Coffee and Chat
- Mixed Crafts Activity Groups (e.g. machine knitting, crafts)
- Digital online Quiz

ACCOUNTABLE TO:

Volunteer Coordinator / Inclusion, Engagement and Coproduction Officer. ***The post holder will be required to undertake a criminal disclosure check to an enhanced level.***

### Duties:

1. **Welcome and information provision:** Welcoming attendees and providing access to information such as leaflets on display.
2. **Communication:** Support people and their carers to engage in groups, whether this be supporting them 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 Key Worker to confirm your attendance and advise if unable to attend a group.
7. **Group Development:** Work with the Living Well 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 Age UK Mid Mersey 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.

### ***What we are looking for***

- We are looking for people willing to bring energy, enthusiasm and commitment to the role.
- A willingness to devote the necessary time and effort.
- An ability to work effectively as a member of a team.
- A willingness to undertake mandatory training in subjects like Safeguarding Adults, Equality & Diversity, Health and Safety.
- Commitment to the principle behaviours of Age UK Mid Mersey:
  - Care and Competence. Pride in what we do for you and us.
  - Empathy, Respect and Integrity for Staff and Clients.
  - Take time to listen and understand.
  - Work together and trust each other.

### **Personal skills and qualities**

- A strong personal commitment to equity, diversity and inclusion.
- Able to work in a team.
- Reliable with Good time keeping.
- Empathy.
- Interest in supporting adults aged 50+.
- Enthusiasm for our vision and mission.
- Willingness to act according to our values.
- You do not need previous experience – we will provide a full induction and training.

### ***Terms of appointment***

The number of days and hours will be negotiated between the volunteer and line manager/key worker.

### ***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 Mid Mersey's work •
- Paid travel expenses

A volunteer is someone who provides unpaid support to Age UK Mid Mersey.

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