

## About Age UK Norfolk's Communities in Motion Programme

Age UK Norfolk supports older people to live well, stay connected and maintain their independence. Communities in Motion is a friendly 12-week programme designed to help people aged 65 and over improve their strength, balance and confidence through gentle physical activity. As well as supporting people to become more active, the programme provides opportunities to meet others, build friendships and reduce loneliness. An important part of every session is the opportunity for participants to enjoy refreshments, have a chat and get to know one another. As a Refreshments & Welcome Volunteer, you'll help create this warm, welcoming environment.

## About the Volunteer Role

**Main Purpose:** To provide a warm welcome to participants by greeting them as they arrive, helping them feel at ease and signposting them to the session instructor. You'll also prepare and serve refreshments, support participants during the social time after each session, and help keep the refreshments area clean and organised

**Time commitment:** Approximately 1–2 hours per week during your chosen Communities in Motion session. We ask volunteers to commit to the role for a minimum of six months, where possible, to provide continuity for participants.

**Availability:** Weekday availability between 10am and 4pm.

**Location:** Volunteer opportunities are available at Communities in Motion sessions across Great Yarmouth.

**Responsible to:** Health and Wellbeing Assistant Manager

### Training & Expenses

- Full induction, training and ongoing support will be provided.
- Reasonable travel and agreed out-of-pocket expenses will be reimbursed.
- An Enhanced DBS check will be required for this role

### Main Responsibilities

#### Refreshments

- Prepare tea, coffee and cold drinks for participants.
- Set up the refreshments area before the social time begins.
- Serve refreshments in a safe, friendly and welcoming manner.
- Wash up and tidy away cups, equipment and supplies after each session.
- Help monitor refreshments and let staff know when supplies need replenishing.

#### Welcoming Participants

- Welcome participants during the social time following the activity session.
- Help create a relaxed, friendly and inclusive atmosphere.
- Encourage conversation and help participants feel comfortable and involved.
- Offer a listening ear and friendly conversation where appropriate.
- Notify a member of staff if you have any concerns about a participant's wellbeing.

#### General

- Work alongside Age UK Norfolk staff and other volunteers.
- Follow Age UK Norfolk's policies and procedures at all times.
- Maintain confidentiality where appropriate.
- Attend any relevant training and volunteer meetings.

### Behaviours and Values

- ✓ Friendly, welcoming and approachable.
- ✓ Patient, kind and supportive.
- ✓ Reliable and dependable.
- ✓ Happy working as part of a team.
- ✓ Passionate about helping older people.
- ✓ Respectful and inclusive of everyone.

