

Volunteer Role Outline



Shopper & Practical Support Volunteer

Project: Shopping & Practical Support Service

Time requirement: An average visits take between 1 to 3 hours

Location: Across North Tyneside

Accountability: Lead Co-ordinator

Required training: Induction

- Safeguarding Customer Finances training
- Lone Working
- Confidentiality

DBS: Yes

Purpose of the role:

To support those who are self-isolating without the support of friends and family or have no other means to access essential items required to live safely.

Duties of the volunteer:

- Tasks will vary according to individual need but will adhere to social distancing measures from the government
- Visiting the customer at their home to obtain list of essential items required for shopping and cash if required – avoiding any physical contact
- Completing Financial Recording Form if dealing with customer finances in cash payments
- To carry out shopping following customer request and delivering back to customer – avoiding physical contact
- Collecting and delivering shopping that someone has already requested using a supermarket Click and Collect service – avoiding any face to face contact

- Collecting and delivering a basic shopping pack containing essential items that Age UK North Tyneside has sourced and leaving it on someone's doorstep - avoiding any face to face contact.
- Establishing and maintaining appropriate boundaries
- Informing Co-ordinators of any concerns about the service user

Skills that are required/desirable:

- Good communication skills
- An awareness and understanding of confidentiality
- A sense of humour
- Understanding of and empathy with the needs of older people
- Patience and sensitivity
- To be respectful of the service user's individuality
- Reliability

Benefits to the volunteer:

- We cover the cost of your DBS checks, your induction, and training you may need and we also pay you any out of pocket expenses
- A great sense of satisfaction that you have supported vulnerable people living in our community

Support on Offer

Volunteers will be able to access the following support from Age UK North Tyneside:

- Telephone and email support at all times during your volunteering
- Reimbursement of any travel expenses incurred whilst volunteering
- Access to guidance on Safeguarding and Lone Working
- All volunteers will be covered by Age UK North Tyneside's policies and procedures.
- A certificate of thanks when the Covid 19 pandemic dust settles!