

Day Centre Volunteer

TO BE GIVEN TO VOLUNTEER/STUDENT



Role Description

This role description no way implies or states that a contract of employment is or will be offered. This is a voluntary unpaid role.

What your day could involve

- Ensuring all clients are welcomed and acknowledged.
- Assist Team with serving refreshments / lunches.
- Encouraging and helping clients with activities, either on a 1 to 1 basis or in a group.
- Ensuring client safety is paramount at all times. This may include sitting with a client in a quiet area or walking around with them within the centre.
- Support the Team by getting involved and leading activities.
- Being prepared to sit and spend time with clients.
- Working in a Team.

Age UK Northamptonshire, The William and Patricia Venton Centre, York Road, Northampton NN1 5QJ
Registered charity 1059995

Your responsibilities

- To ensure that your personal appearance is smart but comfortable.
- Be polite to clients, Team members, students, volunteers and visitors to the Centre at all times.
- To maintain confidentiality at all times.
- To report any accidents sustained to the Service Manager / member of the Team.
- Arrive in good time for your shift and let your Service Manager / Deputy know in advance if you're unable to come in. If you are unable to reach the Service Manager, please leave a message with Reception (all contact details on Key Contacts form). Ensure you have these contact details stored safely.

Some important points

- Do not discuss finances / confidential information of clients, the Team, volunteers, students, with anyone!
- Confidentiality must be maintained at all times.
- You must never lift a client for any reason! If they fall to the floor it is your responsibility to reassure them, keep them warm and comfortable and call for assistance. You could do the client, and yourself, a great deal of damage by not following this procedure.
- Report any accidents, including those you may sustain, to a member of the Team.
- Report any safeguarding concerns to the Service Manager / member of the Team.
- Be polite, friendly and patient towards everyone.
- Do not give advice on matters other than those directly involved within your role.
- Refer general enquiries to a member of the Team.