

SPRING Volunteer

TO BE GIVEN TO VOLUNTEER



Role Description

This role description in 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.
- 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.
- Support the Team by getting involved.
- Working in a Team.

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

t 01604 611200

- e info@ageuknorthants.org.uk - www.ageuknorthants.org.uk

Your responsibilities

- To ensure that your personal appearance is smart but comfortable.
- Be polite to clients, Team members and volunteers 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 / SPRING Team know in advance if you're unable to come in. Ensure you have these contact details stored safely.

Some important points

- Under no circumstances should you share your personal contact details. The SPRING Team contact number is [01604 970595](tel:01604970595) and should be used for any enquiries.
- Do not discuss finances / confidential information of clients with anyone!
- Confidentiality must be maintained at all times.
- If an accident occurs, please reassure individual and alert member of staff.
- 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.
- Clients must not be transported in Volunteer's vehicle.

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