**VOLUNTEER ROLE DESCRIPTION**

**Day Services – Day Centre Support**

Age UK Northumberland’s mission is to promote the wellbeing of older people in and around the County of Northumberland, helping to make life enjoyable and fulfilling. The Day Centre offers social interaction and activities for service users.

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| **Anticipated Time Commitment:** | Opening hours vary between 9.30am – 3.30pm. |
| **Expenses:** | Travel expenses to the Day Centre and to attend training sessions. |
| **Location:** | Alnwick District   * Dolphin Court, Amble - (Wed) * Church Lane, Alnwick - (Fri)   Blyth Valley   * Isabella Centre, Blyth – (M,T,W & F) |
| **Responsible to:** | Day Service Support Staff |

**Purpose of Role:**

To assist in the running of the Day Centre to the standard agreed with the Day Service Support Staff

**Expected Tasks:**

1. To assist in preparing the room for the day’s activities, and upon arrival of clients, support them in the chosen activities throughout the day.
2. To escort service users from the mini bus into the Day Centre and to assist with the removal of outdoor clothing.
3. To assist in providing refreshments, including serving lunch to the clients before you enjoy your own.
4. To assist in clearing tables after refreshments and lunch, and to wash the used crockery.
5. To ensure a safe environment for you as a volunteer and for the clients i.e. making sure any walking frames or sticks are safely out of the way.
6. To escort the service users on occasional outings.
7. To escort service users from the day centre to the mini bus at the end of the day.
8. To comply with Age UK Northumberland’s Confidentiality Policy and Safeguarding Policy at all times.
9. Comply with other Age UK Northumberland’s policies and procedures.
10. To liaise with the Day Services Manager about any foreseeable absences such as holidays, providing as much notice as possible.
11. Attend team meetings and all necessary training, where possible.
12. Inform the Day Services Manager of any change in circumstances that may affect the volunteer’s ability to participate on the scheme or when the volunteer no longer wishes to be involved, with as much notice as possible.
13. To discuss any problem issues with the Day Services Manager.

**Personal Attributes**

Applicants must:

* Possess a pleasant, friendly and outgoing manner.
* Have a flexible approach to work with the ability to work as part of a team.
* Possess good communication and interpersonal skills.
* Have empathy for older people and be sympathetic towards the needs of elderly and disabled clients.
* Be willing to assist with the activities on offer and see to the comfort, happiness and wellbeing of those that attend the day centre.
* Be able to work alongside a diverse range of individuals.
* Be reliable, trustworthy, honest and committed to the volunteer role.
* Have an understanding of the importance of maintaining confidentiality at all times.

Desirable: preference will be given to people who possess the following:

* Experience of caring for vulnerable older people either family, friends or in a professional capacity.
* A qualification in An AnA Health & Social Care qualification or Health-related specialised training.

Training provision: Training in Moving & Handling and First Aid will be given.

All of these arrangements are binding in honour only and not intended to be legally binding. AUKN will seek a Disclosure & Barring Service criminal record check at Enhanced level for this role.