

## **Welcome Pack for Volunteers**

Thank you for expressing an interest in becoming a volunteer with Age UK RBH. Your time, skill and enthusiasm make a very big difference to the lives of older people. Without your help, most of our work would not be possible

This pack contains a lot of information to help you decide whether Age UK Redbridge, Barking & Dagenham and Havering (RBH) is the right organisation for you, what kind of role you might be interested in, time commitments and how to continue your application.

Volunteering is an opportunity to meet new people & make friends; learn new skills & develop skills you already have; make good use of spare time; and support your community

**Most of our activities take place Monday – Friday, 9am-3pm and we do not take volunteers under 18 years of age**

If you decide you would like to become an Age UK volunteer, please complete and return the attached/enclosed form to the Volunteer Co-ordinator. On acceptance of your application, you will be invited to an informal interview with the Volunteer Coordinator in the next round of recruitment.

All volunteers must complete induction training, and induction for the individual role before starting in placement.

Please see back page for details of the recruitment process.

*"Staff I have seen have been first class & go the extra mile" \**



London Borough of

**Redbridge**



**Barking and Dagenham,  
Havering and Redbridge**  
Clinical Commissioning Groups



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## INTRODUCTION

Age UK RBH is a local, trusted charity which has been working with older people locally for 50 years. We have dedicated and trained staff making a positive difference to the lives of hundreds of older people and their carers each week. The organisation could not exist without the support of our committed volunteers who share their skills and experience.

People need to be encouraged to do things for themselves, in order to maintain their mobility and independence. Don't force help upon them if they'd rather do it for themselves, but offering some low-key assistance demonstrates care.

A smile, a little conversation, or remembering to ask about something a service user has previously mentioned will be noted as something that sets our service apart as top quality.

### Age UK RBH Mission statement

To improve and maintain the quality of life for older people living in the London Boroughs of Redbridge, Barking & Dagenham and Havering

- Ensuring that older people have dignity, respect, choice and their voices heard
- Ensuring that services are provided in a sensitive and approachable manner
- Being a focus for advice and help for older people

## HISTORY

During World War 2, many older people were living in poverty, with poor diet & housing. An Older People's Welfare Committee was set up in 1940, a National Committee was set up in 1944 and there were 1200 local committees by 1956. It was originally associated with Social Services but became entirely independent in 1971, when it became known as "Age Concern". More local groups were set up to help facilitate service provision and then to start providing services. Ilford joined with Wanstead and South Woodford to become Age Concern Redbridge.

Age Concern the Federation was set up in 2000. It merged with "Help the Aged" in 2010 to become AGE UK. Some local groups joined the Federation but Age UK Redbridge decided to continue as a separate organisation, but remains affiliated with Age UK and we subscribe to their quality standards.

We became Age UK Redbridge, Barking and Havering in 2014. We have different services to meet local needs and funding is provided locally. Age UK RBH is affiliated with both the national organisation and Age UK London.

*"I feel more confident that I am not alone & there is support for me when I'm unable to do things for myself" \**

## ACTIVITIES

<b>Information and Advice</b>	<b>Forget-me-Not Befriending Service</b>
➤ benefit checks; form filling; housing advice; care home options; and more.	➤ regular telephone calls
<b>Care Navigation</b>	<b>Social Prescribing</b>
➤ Help people regain their confidence to go out and about	➤ Help people find the right services & support
<b>Dementia Support</b>	<b>1-to-1 Befriending</b>
➤ early onset and following diagnosis	➤ regular home visits
<b>Falls prevention</b>	<b>Di's Diamonds</b>
➤ Assessments & exercises	➤ friendship and fun social activities
<b>Wanstead Activity Centre</b>	<b>Home Support Services</b>
➤ activities to stay physically & mentally healthy and active	➤ chargeable practical support in the home
<b>Awareness</b>	<b>I.T Tutoring / Digital Champions</b>
➤ Raise awareness of issues and reduce stigma	➤ Delivering 1-2-1, or group sessions on how to use digital devices

*Research shows that volunteering lowers blood pressure & stress, improves mobility and mental wellbeing*

## VOLUNTEER ROLES

**Forget Me Not Telephone Befriender** - To telephone isolated, older people to provide a listening ear and report any concerns. Confidence speaking on the phone is essential with clear spoken English- additional community languages are very welcome. Minimum One morning a week (Monday to Friday) 9:00 - 11:30am

**1-to-1 Befriender** – To visit isolated older person on a regular basis and form an ongoing relationship. Approximately 1 hour per week.

**Receptionist** - To act as the first point of contact of the organisation, on the telephone or face-to-face at the reception desk, deal with messages, general enquires and signposting. Minimum 1 day a week (Monday to Friday) 9am-3pm

**Di's Diamonds Leaders** – To organise and support social activities, such as day trips and groups outings. Ensure everyone is included, safe and happy. 1 day per week

**Social Prescriber** – help older people to access the right services and improve their well-being and confidence

**Falls Prevention Visitor** - To visit older people in their home, go through an assessment of hazards and supply information about keeping safe. Usually about 2/3 hours per week but may not be a regular weekly volunteering role.

**Wanstead Activity Assistant** - To provide a friendly atmosphere for older people to enjoy each other's company & take bookings over the telephone/ in person & handle payments. 1 day per week.

**Wanstead Kitchen Assistant** - To assist the cook to prepare lunch, serve & clear up. Previous experience in catering desirable, but not essential. Minimum 1 day per week, 10.00-1.00pm (approx.). Includes lunch.

**Wanstead Activity Hosts** – To lead an activity such as Zumba / Arts & Crafts / Chess; Share your expertise or an interest. Minimum 1 afternoon per week – 2-4pm

**Care Navigation Volunteer** – To support older people who have lost confidence helping them to maintain their independence and connection with their communities. The match is usually time limited. 3 or 4 hours or more per week

**Digital Champions** - To provide local older people with the technology, skills and confidence to be able to use devices (e.g. smart phones, tablets and computers). Delivering 1-2-1 sessions in service users homes and/or regular group sessions for up to 5 people on one morning or afternoon per week. Helping older people get online.

*An average of 256 clients received approximately 25,836 phone calls made by our 43 telephone volunteers. \**

## REQUIREMENTS AND BENEFITS OF VOLUNTEERING

REQUIREMENTS	BENEFITS
Minimum 6 months' commitment	Gain work experience
Reliability	Regular support & supervision
Commitment to Age UK's values, priorities and vision	Ongoing training
Raise & report any concerns and make referrals.	Learn more about the needs of older people in a health and social care setting
Respect confidentiality	Volunteer awards & Celebration event
Clear information on aims and objectives	Out of pocket Expenses
Keep paperwork up to date	Basic reference can be provided after six months of volunteering

## RECRUITMENT PROCESS

1. Complete and return enclosed/attached Application form
2. Informal interview with Volunteer co-ordinator
3. Dates for the next Volunteer Induction arranged and volunteer invited.  
At this stage we will request references and process DBS checks
4. 2 References taken up: One reference to be provided by a previous employer to cover a one-year time period; and one from a friend.
5. Meet project manager and shadow established volunteer.
6. ID badges issued
7. Take up agreed volunteer placement
8. Not all applications will be offered a placement as the roles are demanding and require specific skills.

### **Induction Training Covers: -**

- ✓ History, values, aims and objectives of Age UK RBH
- ✓ Services provided and volunteer roles
- ✓ Safeguarding and boundaries
- ✓ Confidentiality and data protection
- ✓ Equal opportunities and diversity
- ✓ Health and safety

## CONTACT DETAILS

Age UK RBH  
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[volunteer@ageukrbh.org.uk](mailto:volunteer@ageukrbh.org.uk)

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*Quotes form Annual Report for  
the year ended 31 March 2020 -  
Available to view on our website*