Volunteer Role Description and Person Specification

About Age UK Rotherham
Age UK Rotherham is a registered charity, seeking to promote and improve the well-being of all older people and their carers in Rotherham by helping to make later life dignified, rewarding and fulfilling.

<table>
<thead>
<tr>
<th>Role title:</th>
<th>Social Centre Volunteer</th>
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<tbody>
<tr>
<td>Responsible to:</td>
<td>Social Centre Coordinator</td>
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<tr>
<td>Hours</td>
<td>9.30am to 3.30pm (negotiable)</td>
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<tr>
<td>Days:</td>
<td>Tuesday and Friday (negotiable)</td>
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Role Description
This is an important position at the Social Centre to help deliver services that encourage the adoption of a healthier and more active lifestyle.

To operate within Age UK Rotherham’s Statement of Basic Principle’s and to comply with the organisations Policies and Procedures, including Equal Opportunities, Confidentiality and Complaints

Duties and responsibilities

- Work as part of the Social Centre team, where all members support each other and share the workload as necessary.
- Support Social Centre staff by working in a helpful, professional, welcoming and friendly way. To ensure customers they receive a courteous, prompt and efficient service.
- To create a welcoming and comfortable environment for customers
  
  To assist in providing nutritional, healthy meals and refreshments to customers
  
  To assist in providing high quality activities appropriate to the customers ability
  
  Assist the staff in the creation of stimulating social and leisure opportunities for customers and support the customer to undertake these activities.
  
  Assist staff to ensure a high standard of hygiene and cleanliness
throughout the centre at all times

To help ensure the safety of the premises, to know the fire procedures and participate in fire drills

The Client

- Nurture and maintain at all times a professional relationship with clients and staff.
- Understand client individuality and be responsive to their changing needs
- Maintain, develop and enhance the independence skills of clients
- Provide emotional and practical support to clients
- Report any concerns or safeguarding issues to staff
- Actively promote social activities based upon the planned weekly/monthly client activity programmes as specified by the Centre Team Leader

Person Specification

Essential:

- Friendly, approachable, professional individual who has the ability to work as part of a team or under own initiative
- Ability to deal effectively with the needs of older people
- The ability to empathise with customers and demonstrate an understanding of their needs
- Reliability and integrity
- Adhere to the boundaries of Age UK Rotherham’s confidentiality and data protection policies
- Pleasant, helpful and professional telephone manner
- Effective communication skills written, verbal and listening
- Actively participate in your own personal development
- Good sense of humour
- Customer service awareness
- Smart appearance at all times

What you can expect from us

To work in a warm and friendly atmosphere and to feel your role as a volunteer is respected and seen as a vital part of the Age UK Rotherham team

To be given support, supervision and relevant training to enable you to undertake your role
To be given the opportunity for personal development

**Hours:**  
9.30 – 3.30pm  
Tuesday & Friday

**Responsible to:** Social Centre Coordinator

**Location:** Based in Lord Hardy Court