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 Senior Key Worker</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, Wednesday and Friday (negotiable)</td>
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<td>Venue:</td>
<td>Lord Hardy Court, Rawmarsh, Rotherham</td>
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Role Description

This is an important position at the Age UK Rotherham Social Centre to help deliver services that provide social interaction, involvement in fun activities and encourage the adoption of a healthier and more active lifestyle.

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 service users receive a courteous, prompt and efficient service.

- To create a welcoming and comfortable environment.

- To assist in providing high quality activities as requested by the service users.

- To assist in the preparation and serving of refreshments to service users.
• Assist staff to ensure a high standard of hygiene and cleanliness throughout the centre at all times

• To help ensure the safety of the service users, to know the fire procedures and participate in fire drills

• 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

The Service User

• Nurture and maintain at all times a professional relationship with service users and staff.

• Understand service user individuality and be responsive to their changing needs

• Support and encourage the independence skills of service users

• Provide emotional and practical support to service users

• Report any concerns or safe guarding issues to staff
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 service users and demonstrate an understanding of their needs
- Reliability and integrity
- Adhere to the boundaries of Age UK Rotherham’s confidentially 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, Wednesday & Friday

Responsible to: Social Centre Senior Key Worker

Location: Based in Lord Hardy Court