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**AGE UK SALFORD**

Age UK Salford first registered as a charity in 1973 and is one of over 1400 local groups representing older people and offering practical help and support within the community involving an estimated 120,000 volunteers.

Though we maintain strong links with other Age UK groups, we are all independent autonomous organisations. Each group is managed by a committee of local people, who through consultation, identify service needs. In this way we are able to tailor our services to meet the needs related to our communities. Which can vary considerably throughout the city.

The committee (Board of Trusties in Age UK Salford) are responsible for the range and quality of services we provide and for overall management of staff and resources (all trustees are volunteers).

Age UK Salford has achieved a great deal from our small beginnings and we are proud of our services and commitment to older people in Salford.

Our services and structures have changed from time to time, as needs and funding have dictated, but we have managed such changes in a positive productive way, to improve and develop our services.

**Our Overall Vision**

*“Age UK Salford exists to improve the quality of life of all older people in Salford and its environs through the provision of support, advocacy and direct services.”*

# PROFILE OF OLDER PEOPLE

You will all be aware that stereotypical assumptions about people can become associated with particular words within our language. The usage of certain phrases to describe people has therefore changed over time as society has become more aware of the damaging and sometimes offensive impact that words can have.

Unfortunately no phrase or term is ever ideal, however, the Age UK standard is that we should use the phrase ‘**older people’**. Terms like ‘old people’ and ‘the elderly’ should be avoided (although we are aware that some statutory services across the country still use the phrase ‘elderly services’). People are simply ‘older’ or ‘younger’ in comparison to other people in the community. Following this logic, similarly we should not use the term ‘youth’ but instead refer to ‘younger people’.

**CURRENT SERVICES AND VOLUNTEER OPPORTUNITIES WITHIN AGE UK SALFORD**

**HUMPHREY BOOTH CENTRE**

The centre supports people aged 55+ to improve and maintain their quality of life. Providing a daily activity programme, personal care, and social stimulation. The centre provides a choice of hot meals and snacks; we are open 6 days a week Monday-Friday 9.00-4.30 and Saturday 9.30-3.00pm.

**DEMENTIA SUPPORT SERVICES**

The service provides practical and emotional support to the person with dementia through group work activities and aims to improve the health and wellbeing of carers looking after people with dementia.

**SOCIAL REHABILITATION (INCLUDES LOW LEVEL ADVOCACY)**

The service aims to work with individuals over a limited period of time who may have experienced a life-changing event such as injury, grief and loss, illness, trauma, bereavement or who for whatever reason have lost confidence and become isolated from social activities.

**HOSPITAL DISCHARGE AFTERCARE & REABLEMENT SERVICE**

The service supports people aged 55 plus. The aim is to help aid recovery either through hospital based telephone support or pop in visits for assistance with meals and shopping, escorting to medical appointments and/or social activities for up to six weeks following discharge form hospital.

Operates 7 days a week 365 days a year.

**MAIN RECEPTION**

Responding to telephone enquiries, taking messages and liaising with staff and members of the public. Open five days a week Monday to Friday.

**INFORMATION, ADVICE & LOW LEVEL ADVOCACY**

Provides information/support on a range of issues including wheelchair loan, consumer rights, housing, benefit entitlement and support services for individuals and carers in Salford.

**CRITCHLEY HOUSE SWINTON (I.T SUPPORT)**

Provides support to older people to improve or gain knowledge in areas such as e-mail, surfing the net and keeping in touch via face book/skype.

**CRITCHLEY HOUSE SWINTON (COFFEE SHOP)**

Assist within the coffee shop to provide hot drinks and a friendly smile.

**TRADING SERVICES - a wholly-owned trading subsidiary**

A range of insurance cover including, Home & Contents, Motor, Motor Breakdown and Travel Insurance, Personal Alarms, Pre-paid Funeral Plans and Utilities. Commission from Trading activities is gift-aided to the Charity in order to fund direct services to local older people.

**HOME SERVICES (non volunteer role)**

This service offers (for which a charge is made) help in the home such as shopping, cleaning and laundry. The service is tailored to allow flexibility to adapt the service to meet the users needs.

**VOLUNTEERING**

Age UK Salford is a voluntary organisation and volunteers are at the heart of all our services. We actively recruit, train and support members of the community of all ages and from all backgrounds to join our team. Volunteers have had considerable success in updating and developing transferable skills which has led, in some cases, being successful in gaining outside employment.

## WHY WE NEED VOLUNTEERS

The work of Age UK was built on the ethos of voluntary commitment and Age UK Salford has not lost sight of this. Volunteers form the basis of all our service operations and any discussions on existing or proposed services must involve volunteers. Although over the years, because of contract service, we have had to employ staff, this has not lessened the need for volunteers in fact our need for volunteers has increased.

Volunteering is a two-way process. Being locally based we benefit from the key skills, experience and knowledge, which local people bring to our organisation when they become volunteers. We hope that individuals through volunteering, attain new skills and knowledge and develop their own potential, increase their self-confidence and creativity and so gain a rewarding insight to their talents and capabilities.

**WHAT YOU CAN EXPECT FROM US**

Once you become a volunteer, you are a representative of Age UK Salford and as such should operate within the organisations’ aims, objectives and policies. Copies of all policies are available for volunteers to read at any time.

***AGE UK SALFORD’S AIMS AND OBJECTIVES FOR VOLUNTEERS***

*Age UK Salford exists to improve the quality of life for older people in Salford by providing them with support, guidance and assistance when and wherever possible.*

* We will provide a named contact within Age UK Salford who you can turn to for help and support.
* We will provide a written role description.
* We will provide appropriate support and training for all volunteers, including an induction into the organisation. Service training will be ongoing and certain services do require certificates such as Basic Food Hygiene. You will be invited to attend other relevant training sessions on specific topics.
* We will provide insurance cover for all volunteers against risks during voluntary work.
* We will pay travelling expenses incurred, within Age UK Salford’s guidelines, during voluntary work and provide a lunch allowance where appropriate.
* We would seek to involve you in any changes within the organisation that would affect your voluntary work.
* We will keep you informed about the organisation and update you when there are changes being made.

We welcome any feedback and comments you may have about the organisation and will ensure that the concerns of volunteers are taken into account when developing the work of Age UK Salford.

If you have any problems or complaints involving the organisation your initial point of contact should be your service manager. If the problem involves the service manager then the initial contact should be the volunteer co-ordinator.

A grievance procedure is available for volunteers to read.

**WHAT HAPPENS TO YOUR APPLICATION**

Enquiry received from potential volunteers

For information and to download a pack visit Age UK Salford website **www.ageuk.org.uk/salford/** or ring

0161 788 7300

Individual will be required to complete application form and send it to Age UK Salford via:

e-mail: vanda.groves@ageuksalford.org.uk

Post: Age UK Salford, 108 Church Street, Eccles, M30 0LH

An informal interview will take place with either with the service manager or volunteer coordinator

Application is discussed with Volunteer Coordinator and Service manager

IF SUITABLE IF UNSUITABLE

We will arrange induction and compulsory training

We will agree a start date

References will be requested and DBS checks will be carried out

You will receive a welcome letter and volunteering paperwork, e.g. expenses/mutual agreement

Applicant will be contacted and the situation will be explained.

Explore with applicant other volunteering opportunities at Age UK Salford if interested

Link individual with other organisations

Registered Charity No. 1105769