

Volunteer Application Pack



Age UK Torbay

Age UK is the new force combining Age Concern and Help the Aged. The Age UK family includes Age Scotland, Age Cymru and Age NI. Age UK Torbay is one of more than 170 local Age UKs.

We are a charity and a social enterprise with the breadth of services, the force of numbers, the knowledge and expertise to help enhance later life for everyone.

Our vision is a world in which older people flourish

We celebrate ageing and believe that it presents challenges at home and abroad.

Age UK Torbay is an ISO 9001 certified organisation

We have implemented quality management system requirements for all areas of the business including:

- Facilities
- People
- Training
- Services
- Equipment

These principles ensure a common sense approach to the management of our activities to consistently achieve customer satisfaction.

Message from the General Manager



Thank you for your interest in volunteering with Age UK Torbay.

We have some 40 volunteers supporting Age UK Torbay and our clients week in and week out to help make later life enjoyable, fulfilling and fun.

You will be joining the Age UK organisation at an exciting and pivotal time. There are 10 million people over 65 in the UK and this is set to increase by 50 per cent over the next 20 years. Older people are living longer than ever. While all of this is certainly a cause for celebration, significant challenges remain; poverty blights the lives of 2 million of the UK's older people, rates of dementia are increasing at a startling pace and, as I'm sure you appreciate, all too often attitudes towards older people in later life seem to come from another era.

Our ageing society presents us with substantial challenges, but there are opportunities too. Age UK is the new voice of age. We are one of the biggest and most powerful organisations in the country with the breadth of services, force of numbers and collective wisdom of millions of people.

Age UK has an ambitious agenda in place and will help more people to enjoy a better later life by:

- providing information, advice and other services to older people in Torbay
- giving people in later life a strong voice by campaigning and working with government, policy-makers and other stakeholders.

By speaking with one voice and making sure that more of our funds are spent where they are most needed, I am confident that we can promote an agenda for later life which ensures that older people flourish.

As an organisation, we all contribute in different ways to make a difference to older people's lives. Organisations are fundamentally about people, whether staff or volunteers. I know that you bring a wealth of skills, experience and enthusiasm to Age UK Torbay and how we work together, and tapping into the expertise and talents of staff and volunteers remains a central priority for me.

I hope that you will consider volunteering with Age UK Torbay and find the experience fulfilling and rewarding. Thank you again for your interest.

Helen Harman
Chief Officer



Age UK Torbay

a brief history

Age UK Torbay became an independent registered charitable organisation in 1980 and a company limited by guarantee in the year 2000. Age UK Torbay employs over 50 staff and has approximately 70 volunteers carrying out a range of activities throughout the organisation.

We are part of a network of more than 330 local independent Age UKs and Age Concerns, which between us provide an extensive network throughout England.

As well as being a voice for older people, another of Age UK Torbay's principle roles is to provide services for older people within Torbay. Services include Information & Advice and Advocacy, Befriending, Homecare, Days Out, Luncheon clubs, Handyperson service and the Home Maintenance Register.

Age UK Torbay has a Board of Trustees which has overall legal responsibility for the work and finances of the organisation, and are the employers of all staff. In charity law, Board members are known as 'Trustees'.

Our aim is to improve the quality of life of older people in Torbay by:-

- Promoting positive attitudes to older people and ageing.
- Influencing and developing public policies that affect older people.
- Encouraging choice and opportunity for older people.
- Working in partnership with all appropriate agencies towards improving the lives of older people.
- Providing support to older people through direct service provision.

- Providing accessible information to older people to enable them to make informed choices.
- Supporting and encouraging training and development of Age UK Torbay Staff, Volunteers and Trustees.
- Maintaining the independence and autonomy of the organisation.
- Treating all older people, Staff and Volunteers as equal with equal respect.
- Generating independent income through trading and other activities and maintaining financial controls.

Statement of Values

Caring: We act with understanding, sensitivity and respect in our dealings with older people and with each other. Expectations of confidentiality and equal opportunity flow from this, together with our commitment to involve users.

Effective: We make good use of scarce resources to achieve our purpose to make a positive difference in the lives of older people.

Enabling: We help older people to achieve for themselves what they want in their lives, by working alongside older people in the pursuit of their own objectives.

Influencing: We recognise that the interests and needs of older people are complex and diverse; it is often as important to influence the behaviour of others as to provide services ourselves.

Innovative: We strive to identify new and changing needs and look for novel and creative ways to address them.

Our commitment to you

Your time, skill and enthusiasm will make a very big difference to the lives of older people. Without the support of volunteers, most of the help we provide for people in later life would not be possible.

We will help you get the most out of your time with us by doing all we can so that your involvement is a fulfilling and rewarding experience. This includes the following:

Making you feel part of the organisation

We will ensure that you:

- Have regular contact with other volunteers and paid staff
- Are always treated fairly and without discrimination
- Are treated with respect and consideration at all times

Support and training

You should always:

- Be given clear information on what is expected of you
- Be given advice and information on how to carry out your assigned tasks
- Have regular meetings with your supervisor
- Have someone to talk to about your volunteering experience
- Know that your contribution is valued

Insurance

Age UK Torbay has insurance protection to cover its staff and volunteers. If you need more information about the nature and level of insurance cover for you, please ask.

Comments, Suggestions and Complaints

We are constantly striving to improve the way that we involve volunteers and welcome any comments or suggestions you wish to make. However, if something should go wrong, efforts will be made to resolve as soon as possible.

Volunteer Expenses

Age UK Torbay will pay all reasonable travel expenses and other costs including telephone calls from home or mobile use in connection with Age UK Torbay duties so that you are not out of pocket as a result of your volunteering.

Fair play

You and everyone else involved with Age UK Torbay has the right to be treated fairly and without discrimination.

Age UK Torbay will not accept any form of unfair discrimination, victimisation or harassment on the grounds of age, disability, education, gender, gender re-assignment, HIV status, marital status, nationality, political allegiance, race, religious belief or sexual orientation in its work with and for older people.

Your commitment to us

As a volunteer supporting people in later life your position becomes one of trust. You may be responsible for tasks that involve contact with clients, supporters or members of the public. You will also be expected to preserve our organisation's good name by doing the following:

Adhering to relevant policies and procedures

You will be expected to adhere to our rules and procedures, including health and safety, IT, smoking, equalities and diversity, record-keeping requirements and confidentiality of organisation and client information.

These are the same for all Age UK Torbay volunteers, so please ask if you are not sure about anything.

Being reliable

Older people depend on the services of the organisation you are volunteering for. Please let your line manager know by telephone if you have to change your plans, fall ill or cannot turn up on time so that other arrangements can be made if necessary.

Copyright

We expect you to agree to assign to Age UK Torbay the copyright in all artwork, copy and any other work subject to copyright, produced or created by you at the specific request of Age UK Torbay.

Data Protection


As a part of Age UK Torbay, it is the responsibility of each staff and volunteer member to ensure that nothing is done to damage the organisation's image or public status.

By incorporating good data protection practice into everyday tasks, we can actively build trust and prevent avoidable errors which gradually break down the good links that we have taken time to develop.

Keeping confidentiality

We ask that you treat as secret and confidential any personal business and financial information relating to Age UK Torbay, its staff, volunteers, clients or associates you learn during your involvement with us, and that you do not disclose or permit such information to be disclosed to any third party whatsoever, during and after your involvement with this organisation.

This is to ensure all service users have trust and confidence in the organisation and are treated with respect and dignity.



Frequently asked questions

What volunteer opportunities do you have?

There are lots of interesting opportunities and volunteering with Age UK Torbay is a good way to meet new people and get involved with the local community.

You might like to:

- Be an administration volunteer and help with typing, filing and answering the telephone
- Be an information and advice volunteer and work with and help our clients
- Be a fundraising volunteer and join in with the running of events
- Be a befriending volunteer and visit someone who would like a visitor who would have a cuppa and a chat.

What if you don't offer an activity I am interested in?

Let us know if you have a particular interest or skill and would like to use this in your volunteering, as we may be interested in trying something new.

How much time do I need in order to volunteer?

It varies depending on the role you are interested and how much time you would like to give.

Do I complete an application form?

We will ask you to complete one when you have decided you would like to join us as a volunteer.

Will I be interviewed?

You will not have a formal interview but an informal discussion about why you are interested in volunteering and what you would like to get out of it. This is as much an opportunity for you to find out more about Age UK Torbay as for us to find out what you are interested in.

Can I claim benefits while volunteering?

Yes, you can volunteer while receiving benefits. You do need to inform your benefits adviser that you are volunteering



**Volunteer and get involved
In the local community**

General Information

The agreed volunteering period

During your involvement with us, you or Age UK Torbay can choose to stop the volunteering placement at any time. However, if you feel there is another volunteer role which you would be interested in or if you have a particular interest or skill and would like to use this in volunteering, then please discuss with your line manager.

You can give as little or as much time as you wish. Some roles may require a regular commitment and others can be more flexible. This will be stated in your volunteer role outline.

Applying for jobs and computer use

If you are in the process of applying for jobs you may use one of the computers outside of your volunteering hours provided there is one available.

Paid employment at Age UK

Volunteers are able to apply for jobs with Age UK Torbay that are advertised externally. They are also able to apply for any jobs advertised internally, once they commence a placement

When a volunteer leaves

When a volunteer decides to leave Age UK Torbay, for whatever reason, they are asked to complete an exit interview form to provide us with feedback about how they have found their time with us. This allows us to learn from them and to enhance the experience of future

References

A factual reference is given, based on information provided by the volunteer's supervisor. The volunteer may also request a letter of recommendation before they leave. A copy is placed on their file for future reference.

Criminal Reference Checks

Due to the nature of the work Age UK Torbay carries out the Trustees have agreed that some volunteering roles within Age UK require a Criminal Records Bureau Check.





Volunteer Application form

Section/Service applied for (if known):

Title:

Surname:

First Name:

All other names:

Date of birth:

Address:

Date moved into present address:

Telephone number:

Mobile Number:

E-mail address:

Status (please tick)

Unemployed

Student

Retired

Working part-time

Working full-time

Long term sick/disabled

Briefly list your current or previous occupations:

Outline any skills, interests and hobbies:

How did you find out about voluntary work with Age UK Torbay?

What attracted you to volunteering with Age UK Torbay?

In order that we may offer you appropriate support in your volunteer role, please advise us of any health problems or medical conditions which may affect the type of duties you can do.

In both the interests of yourself and the people with whom you will be volunteering, we require a reference from two referees who have known you for at least two years. **These must not be family members.** (We will be happy to discuss with you if you are unable to provide current references)

Name:

Address:

Telephone number:

Relationship to you:

Name:

Address:

Telephone number:

Relationship to you:

As an agency working with vulnerable people, certain volunteer roles are considered exempt from the provision of the Rehabilitation of Offenders Act 1974 and any convictions must be declared. You must disclose all previous convictions; none of these may be considered spent.

Have you ever been convicted, warned, reprimanded or cautioned for a criminal offence, or liable in a civil case? YES/NO

If yes, details will be required from you on a separate sheet (in strict confidence)

We may require a criminal records check. Do you give your permission to carry out a check? YES/NO

Information on our database is strictly confidential and we do not pass on any personal data about you to outside organisations and/or individuals without your express personal consent. Please indicate if you agree that we may:

Keep basic information from this form on computer? YES/NO

Send you updates and more information about Age UK Torbay? YES/NO

Declaration

I confirm that the information I have given on this form is correct and complete, and that a misleading statement may be sufficient for cancelling any agreements made. I understand that, in the event of being accepted as a volunteer for Age UK Torbay, I might be required to complete a confidential declaration in respect of my state of health.

Because of the sensitive nature of the duties the volunteer may be expected to undertake; I understand that the declaration will also include details of any criminal convictions, cautions, reprimands and final warnings and any other information that may have a bearing on my suitability for volunteering. However, Age UK Torbay complies with the Criminal Records Code of Practice (which is available on request) and convictions will not necessarily be a bar to volunteering, (see enclosed policy statement on the recruitment of ex-offenders).

I understand that an enhanced CRB disclosure may be sought in the event of a successful application.

Signed.....

Date.....

Thank you for your interest in volunteering with Age UK Torbay.

Please return this form to:

**Volunteer Recruitment
Age UK Torbay
Manor Corner
216 Torquay Road
Paignton
TQ3 2HP**

Equalities and Diversity monitoring questionnaire

Monitoring the diversity of our volunteer and staff applicants is an essential part of Age UK Torbay's commitment to Equalities and diversity. Please complete this form and return with your application form. It is entirely confidential and will not be used for any purpose other than monitoring and statistical reporting.

1. Date of birth _____

2. Gender Male Female

3. Ethnicity – please tick the most appropriate box below to describe your ethnic or origin. (this question helps us to identify the ethnic diversity of those applying for vacancies within the organisation. The classifications are those used in the 2001 census, and are recommended by the Commission for Racial Equality.

White:		Mixed:	
British	<input type="checkbox"/>	White and Black Caribbean	<input type="checkbox"/>
Irish	<input type="checkbox"/>	White and Black African	<input type="checkbox"/>
Other White	<input type="checkbox"/>	White and Asian	<input type="checkbox"/>
		Other Mixed	<input type="checkbox"/>

Asian or Asian British:		Black or Black British:	
Indian	<input type="checkbox"/>	Black Caribbean	<input type="checkbox"/>
Pakistani	<input type="checkbox"/>	Black African	<input type="checkbox"/>
Bangladeshi	<input type="checkbox"/>	Other Black	<input type="checkbox"/>
Other Asian	<input type="checkbox"/>		

Chinese or other ethnic Group:

Chinese

Other ethnic group

4. Do you consider yourself to have a disability?

Yes No

Thank you for your co-operation in completing this questionnaire