

Purpose	Befrienders offer companionship for housebound and/or isolated older adults in Waltham Forest. Where possible, befrienders should encourage integration back into the community.
Project Manager	Befriending Manager
Time Commitment	1 hour per week (plus travel time to and from the older person's house) for a minimum of 6 months
Main Tasks of the Role <ul style="list-style-type: none"> • To visit a housebound and/or isolated older person in their home to chat, help with activities or introduce new activities. • To help the older person maintain and/or regain their self confidence, allowing and encouraging them to do as much as possible themselves. • Offer social support, for example accompanying the older person to social events. • To listen to the older person if they want to talk about the things that concern them, and offer reassurance when appropriate or refer them back to the Befriending Manager. • Volunteers will need the ability to relate to people on a one-to-one basis • Keep the Age UK WF office informed of the older person's general well being, any significant difficulties, incidents or concerns. • Attend Induction and training 	

What we expect from our volunteers <ul style="list-style-type: none"> • For you to be committed and reliable • For you to be aware of Health and Safety issues at all times • For you to work within Age UK Waltham Forest's Equal Opportunities Policy and Confidentiality Policy • For you to attend a one-off induction 	What the volunteer can expect from us <ul style="list-style-type: none"> • You will receive an induction to the organisation and to your role • You will be provided with training and support
---	---

DBS (formerly CRB) checks are required for Volunteer roles for one-to-one work with older people. We will arrange this for you and you will not incur any costs.

**Age UK Waltham Forest, Waltham Forest Resource Hub (North)
58 Hall Lane, Chingford, E4 8EU**

Tel: 0208 558 5512 email: info@ageukwalthamforest.org.uk
www.ageukwalthamforest.org.uk

Meet and Greet Volunteer

Purpose	We would like a volunteer to provide a warm and welcoming environment to visitors at the reception desk at our main office at 58 Hall Lane, South Chingford, E4 8EU.
Project Manager	Volunteer Co-ordinator
Time Commitment	Times available are usually 9am -12.30pm and 12.30pm - 4pm but can be flexible and agreed before you start.

Main Tasks of the Role

- To meet and greet visitors and refer them to the appropriate member of staff.
- Inform staff that a client is waiting.
- To take written details of a visitor if a member of staff is unavailable, and pass on the enquiry where appropriate.
- Ability to listen to others if they want to talk about the things that concern them.
- Explain things clearly without jargon or being patronising.
- Ensure visitors can find leaflets/information they need easily.
- Put together information packs.
- Assisting with filing, postage and photocopying.
- Take in payment for the selection of knitted items and cards on sale.

<p>What we expect from our volunteers</p> <ul style="list-style-type: none"> • For you to be committed and reliable • For you to be aware of Health and Safety issues at all times • For you to work within Age UK Waltham Forest's Equal Opportunities Policy and Confidentiality Policy • For you to attend a one-off induction 	<p>What the volunteer can expect from us</p> <ul style="list-style-type: none"> • You will receive an induction to the organisation and to your role • You will be provided with training and support
--	--

DBS (formerly CRB) checks are required for Volunteer roles for one-to-one work with older people. We will arrange this for you and you will not incur any costs.

Age UK Waltham Forest, Waltham Forest Resource Hub (North),
58 Hall Lane, Chingford, E4 8EU

Tel 0208 558 5512 Email info@ageukwalthamforest.org.uk

www.ageukwalthamforest.org.uk

Visiting Form Filler Information & Advice Service

Purpose

Age UK Waltham Forest Information and Advice (I&A) service provides information and advice to older people on matters such as welfare benefits, health and social care, housing and local services.

Due to increasing demand we are expanding the Form Filler service to include **home visits**. Helping older people to fill in forms to claim Attendance Allowance, Independence Payments and apply for blue badges are one of the most important functions of our I&A service.

Benefits such as Attendance Allowance can be claimed by older people with health problems who require support and care at home, so that they can continue to live independently. Due to the length and detail of forms such as these, our service users often need a helping hand to fill them in and understand what they are entitled to.

This volunteering role will make a significant impact to those that you visit, as an extra income often enables our service users to live more independently and manage a lot better than before.

Project Manager: Information, Advice and Signposting Officer

Time Commitment: 3 hours per week (or multiples of 3 hours) for a minimum of 6 months

Based at: You will visit clients in their own homes. You will also be required to attend training and supervision meetings at Age UK Waltham Forest office in Chingford.

Main Tasks of the Role

- Visiting service users in their own home.
- Interviewing older people and their carers or family about their health and care needs.
- Completing Attendance Allowance claim forms for service users.
- Providing guidance to service users on 'next steps' to be taken after the completion of a form.
- Completing records of client interventions and liaising with the Information, Advice and Signposting Officer.

What we expect from our volunteers

- For you to be committed and reliable.
- For you to be aware of Health and Safety issues at all times.
- For you to work within Age UK Waltham Forest's Equal Opportunities Policy and Confidentiality Policy.
- For you to attend a one-off induction.

What the volunteer can expect from us

- You will receive an induction to the organisation and to your role.
- You will be provided with training and on going support.

DBS checks are required for Volunteer roles for one-to-one work with older people. We will arrange this for you and you will not incur any costs.

Age UK Waltham Forest, Waltham Forest Resource Hub (North),
58 Hall Lane, Chingford, E4 8EU

Tel 0208 558 5512 Email info@ageukwalthamforest.org.uk www.ageukwalthamforest.org.uk

Beginners IT Tutors Silver Surfers

Purpose	Tutors are required for The Silver Surfers Partnership Programme which aims to teach older adults how to use computers. Sessions take place at venues across the borough. Classes range in size from 4 to 25 students depending on venues. We find that as much individual attention as possible is preferable for students. Classes are taught by a team of volunteers.
Project Manager	Chief Executive
Time Commitment	2 hours per week (or multiples of 2 hours) for a minimum of 1 academic year
Main Tasks of the Role	
<ul style="list-style-type: none"> To teach computer basics to older adults, therefore volunteers will need to have, as a minimum, experience in the use of Microsoft Word, Internet Explorer, and web-based email (e.g. Yahoo). Supporting and teaching students and adapting to their needs. Attend Induction and training including shadowing 	

What we expect from our volunteers <ul style="list-style-type: none"> For you to be committed and reliable For you to be aware of Health and Safety issues at all times For you to work within Age UK Waltham Forest's Equal Opportunities Policy and Confidentiality Policy For you to attend a one-off induction 	What the volunteer can expect from us <ul style="list-style-type: none"> You will receive an induction to the organisation and to your role You will be provided with training and support
---	---

DBS (formerly CRB) checks are required for Volunteer roles for one-to-one work with older people. We will arrange this for you and you will not incur any costs.

Age UK Waltham Forest, Waltham Forest Resource Hub (North),
58 Hall Lane, Chingford, E4 8EU
Tel 0208 558 5512 email info@ageukwalthamforest.org.uk
www.ageukwalthamforest.org.uk

Leaflet Droppers

Purpose	To distribute posters, flyers, leaflets or newsletters to local businesses and households – walking with purpose!
Project Manager	Volunteer Co-ordinator
Time Commitment	As and when required (approx 2 hours per month)
Main Tasks of the Role <ul style="list-style-type: none"> • Distributing Age UK Waltham Forest literature to local businesses and households. • Materials for distribution to be collected from Age UK Waltham Forest Offices. • Volunteers can choose to deliver to a small or large area in Waltham Forest. Even just a few streets are helpful! • Attend Induction and training 	

What we expect from our volunteers <ul style="list-style-type: none"> • For you to be committed and reliable • For you to be aware of Health and Safety issues at all times • For you to work within Age UK Waltham Forest's Equal Opportunities Policy and Confidentiality Policy • For you to attend a one-off induction 	What the volunteer can expect from us <ul style="list-style-type: none"> • You will receive an induction to the organisation and to your role • You will be provided with training and support
---	---

Age UK Waltham Forest, Waltham Forest Resource Hub (North),
 58 Hall Lane, Chingford, E4 8EU
 Tel 0208 558 5512 email info@ageukwalthamforest.org.uk
www.ageukwalthamforest.org.uk

Fundraising Volunteers

Purpose	To organise and/or assist with fundraising activities and events throughout the year.
Project Manager	Chief Executive
Time Commitment	As agreed
Main Tasks of the Role Fundraising volunteers will be responsible for some or all of the following as agreed: <ul style="list-style-type: none"> • Telephoning businesses for gift donations. • Collection of donated items and drop off to office. • Collection and replacement of donation money boxes and drop off to office. • Assisting with sales of raffle tickets. • Organising fundraising events. • Assisting with fundraising events. 	

What we expect from our volunteers <ul style="list-style-type: none"> • For you to be committed and reliable • For you to be aware of Health and Safety issues at all times • For you to work within Age UK Waltham Forest's Equal Opportunities Policy and Confidentiality Policy • For you to attend a one-off induction 	What the volunteer can expect from us <ul style="list-style-type: none"> • You will receive an induction to the organisation and to your role • You will be provided with training and support
---	---

Age UK Waltham Forest, Waltham Forest Resource Hub (North),
 58 Hall Lane, Chingford, E4 8EU
 Tel 0208 558 5512 Email info@ageukwalthamforest.org.uk
www.ageukwalthamforest.org.uk