



Becoming an Age UK Wandsworth Volunteer

Thank you for expressing an interest in becoming a volunteer with us. Volunteers play a crucial role in our charity and we would not be able to run our services without them.

By joining us, you could help us to improve the lives of older people, to help them live as independently as possible in their own homes.

Where do I volunteer?

You will be able to volunteer in the community, from home, or at our friendly office in Wandsworth Town.

What happens next?

Please select **at least three roles** that you are interested in and number the roles that you would like to apply for in order of preference. You may choose more than three roles if you wish but these must be placed in order of preference. For example, if you would like to volunteer for our Welcome Home From Hospital Service, please put 1 in the box next to it on the application form and if your second choice is Out & About please put 2 in the box next to it, etc.

Please complete and return your Volunteer Application Form to the email address that is listed for your first preference. **Please see the Volunteering Opportunities section for information about the available roles and the email address to send your completed application to.**

Once we receive your completed application, we shall contact your referees. Upon receipt of these, the Project Coordinator for the role that you have chosen will contact you. If there is a waiting list for the role that you have selected as your first choice, then your application will be passed to your second choice for consideration. Please refer to the Volunteer Application Process for further information.

If you have any questions or you would like help completing the form, please feel free to call us **020 8877 8940**.

VOLUNTEER APPLICATION PROCESS

Step
1

Application form to be fully completed – Please include the email addresses of 2 people who have known you for 1 year or more and are prepared to provide a written reference for you. At least one of these should be a professional referee, or a college tutor if you do not have work experience.

Step
2

References followed up – Both your referees will be contacted for written references – please ensure the email address that you give is correct and let your referees know they will be contacted. Obtaining references can sometimes take weeks if your referees do not respond, so please ensure your referees know they will be contacted and that your application cannot proceed without their return.

Step
3

Interview invitation – Once your references have been received, Age UK Wandsworth will contact you to schedule your interview.

Step
4

Interview confirmation – Telephone interview date and time will be confirmed.

Step
5

Interview – This will be with the Project Coordinator for the role you are applying for.

Step
6

Training – All volunteers who are successful at interview are required to complete Safeguarding Training, which can be completed online at a time of your choosing. Please email your certificate to your Project Coordinator when you have completed the training. Some volunteer roles require more training, for example, wheelchair training, if you are taking an older person out and about in the community.

Step
7

DBS form registration – Please register for this with the link that is sent to you following your interview. You will then need to email your Project Coordinator your identification in order for them to verify them on the DBS portal.

Step
8

DBS form received – This will be sent directly to you once it has been processed. Age UK Wandsworth will be notified if your DBS is clear or not. If your DBS is not clear, this doesn't necessarily mean you cannot volunteer with us.

Step
9

Volunteering can begin!

Volunteer Opportunities

A Welcome Home from Hospital

Weekdays, up to 2 hours per week; minimum of 3 months' commitment

We are looking for dedicated volunteers to visit older people when they have returned home from hospital. A volunteer can offer some practical assistance, support or just someone to talk to. This volunteer role can play a huge part in helping an older person to settle back in and regain their confidence at home. A volunteer would be paired with one older person for 4-6 weeks whilst they settle back at home. We ask that the volunteer visits a couple of times a week, preferably during the day.

If you have selected this role as your first choice on the application form, please send your completed application form to the Better At Home team on BAH@ageukwandsworth.org.uk

Active Chats

Anytime – from your home; minimum of 6 months' commitment

You don't need to have experience of delivering exercise, these 10-15 minute exercise sequences have been designed by a qualified personal trainer and physio; full training and a conversation guide will be provided to all volunteers. Once restrictions have eased, it would be great if the volunteer felt able to visit the service user to accompany them on their first walks, although this is not essential to taking on the volunteering role.

If you have selected this role as your first choice on the application form, please send your completed application form to Sorrel.Brown@ageukwandsworth.org.uk

Administration/Database entry

Weekdays between 10am and 4pm only; 1-3 hours a week; minimum of 6 months' commitment

We regularly need reliable volunteers to assist our Coordinators in the smooth running of their projects. You would need to be computer literate (specifically Microsoft Office). Roles may include filing, telephone and computer work.

If you have selected this role as your first choice on the application form, please send your completed application form to Info@ageukwandsworth.org.uk

Advice and Support Volunteer

Monday-Thursday between 10am and 4pm only; 3 – 6 hours per week; minimum of 6 months' commitment

Working under the supervision of our Adviser, to provide information and advice to older people and their carers by telephone, email and personal contact at the Age UK Wandsworth office on a range of issues including:

- ☐ Benefits
- ☐ Housing queries
- ☐ Health and disability
- ☐ Community care

Examples of work include help with filling in forms and making claims and calling clients for feedback on the service. Training and supervision will be given.

If you have selected this role as your first choice on the application form, please send your completed application form to Advice@ageukwandsworth.org.uk

Be-a-Friend

Weekdays, evenings and/or weekends, 1-2 hours per week; minimum of 6 months' commitment

Visit an older person who is housebound and lives alone. We would love to find volunteers who are available during the day, but this role will also suit you if you are working. If you have some time in the evening or at the weekend to spend with someone who rarely has visitors, your visit can be a real life-line. An ability to listen is vital for this role, along with patience, empathy, reliability and often a loud voice for those who are hard of hearing! Please note this role may only be available as a telephone befriending role currently, due to COVID-19 restrictions.

If you have selected this role as your first choice on the application form, please send your completed application form to the Better At Home team on BAH@ageukwandsworth.org.uk

Befriending Plus

Weekdays, evenings and/or weekends; up to 2 hours per week; minimum of 6 months' commitment

We need volunteers to join us in this exciting new project. We are looking for sociable and practical people, who are able to give 2-3 hours a week of their time to befriend an older person and to help them with practical tasks to make their life easier. These tasks could include washing up, going through the post, collecting a prescription or helping with a trip to the supermarket. The most important part of the role will be to listen and have a cup of tea with the older person.

If you have selected this role as your first choice on the application form, please send your completed application form to the Better At Home team on BAH@ageukwandsworth.org.uk

Digipals

Weekdays; 2+ hours per month, minimum of 6 months' commitment

Digipals is a service that offers friendly digital support to older people. We offer basic support with computers, tablets and smartphones with the option to follow an on-line tutorial should they wish. You don't need to be an IT expert to volunteer in this role, just able to use a computer/tablet/smartphone to use the internet, emails and social media. We would give you a full induction so you would know what to expect and you would always be supported by a staff member.

If you have selected this role as your first choice on the application form, please send your completed application form to Emma.Chisholm@ageukwandsworth.org.uk

LGBTQ+ Chats

Anytime – from your home; minimum of 6 months' commitment

We are looking for caring volunteers that can telephone befriend isolated older people from the LGBTQ+ community from home, for a chat and similar to Active Chats (above) we would ask that you please guide your new friend through a 10-15 minute exercise sequence. This is a lovely role that would suit someone friendly and kind, potentially from the LGBTQ+ community themselves. In the short term, this role would involve calling people from your home. After restrictions have eased and social distancing is no longer required to the same extent, then potentially you could meet your new older friend for a cup of tea and spend time together once a week.

If you have selected this role as your first choice on the application form, please send your completed application form to Rebecca.Lothian@ageukwandsworth.org.uk

Reception and Admin

Monday-Thursday between 10am and 4pm only; 3 hours a week minimum, with a minimum of 6 months' commitment

Based in our office on Old York Road, SW18 1TQ, you could volunteer on reception and answer telephones and greet people. You would need to be very committed, have excellent time-keeping and note taking skills; and be able to use a computer for data entry and emails. You would also need to be patient and sensitive to the concerns of older people, particularly during the current crisis. Experience of working in a customer facing role is desirable.

If you have selected this role as your first choice on the application form, please send your completed application form to Info@ageukwandsworth.org.uk

Telephone Befriending

Anytime – 1 hour per week from your home; minimum of 6 months' commitment

During COVID-19 we are looking for volunteers that can telephone befriend isolated older people from home. This is a role that would suit someone that is calm, kind, reassuring and loves talking on the telephone.

If you have selected this role as your first choice on the application form, please send your completed application form to the Better At Home team on BAH@ageukwandsworth.org.uk

Shopping Online

Weekdays, evenings and/or weekends, 1-2 hours per week; minimum of 6 months' commitment

This service provides telephone supermarket shopping support for clients who cannot get to the shops. This role involves telephoning clients during office to take their shopping orders over the phone and place these online, with the supermarket of their choice.

If you have selected this role as your first choice on the application form, please send your completed application form to the Better At Home team on BAH@ageukwandsworth.org.uk