

## Volunteer Role Description:

### Coffee In The Park Volunteer Facilitator

#### **Introduction**

Age UK West Sussex, Brighton and Hove enable older people to Love Later Life. Our aims are to promote the wellbeing of all older people; to make later life a fulfilling and enjoyable experience and to enable people to flourish. We deliver a range of services and activities to meet older people's needs.

Services in the Brighton & Hove locality include Information & Advice, Help at Home, Post-Hospital Stay Support, Nail Cutting, IT Support, Social Support and Activities.

This role involves working as part of our Brighton Activities Team to assist older people in the city to reengage with the local community post pandemic. The role is designed to reconnect older people with their local neighbourhood, regain confidence and social connections.

The main goal of this service is to reduce social isolation and, if possible, improve physical and emotional wellbeing.

#### **Time involved**

This role involves taking part in training provided by Age UK West Sussex, Brighton & Hove as well as committing to supporting the facilitation of the coffee groups on a weekly basis.

#### **Responsible to: Brighton & Hove Development Manager**

#### **Based at: Across Brighton & Hove City Centre**

#### **Key responsibilities**

- Setting out of chairs and tables (if necessary) to comply with social distancing measures (1m outside, 2m inside)
- To Carry out tasks according to Age UK WS policies and standards, in particular, safeguarding, confidentiality, anti-discriminatory policies and health and safety.
- Assisting with the cleaning and safety checking equipment used.
- Ensure that the area is clean, tidy and secure on departure.
- Welcoming members of the coffee morning and ensuring that they are safe and comfortable during their visit.

- Facilitating and managing the conversation to ensure all attendees feel heard and welcome.
- Liaising with the café staff to ensure the group are comfortable ie. Supporting with carrying drinks, ensuring tables are wiped and clean, getting umbrellas/parasols put up if needed or extra chairs etc.
- Taking attendance and managing the attendance levels to comply with government guidelines, AUKWSBH Policy and Risk Assessments.
- Liaising with AgeUKWSBH Development Manager to pass on attendance details, feedback progress/issues and any safeguarding concerns.
- Liaise closely with the Brighton & Hove Development Manager, seeking advice, guidance and support where required
- To report any concerns or safeguardings to the Brighton & Hove Development Manager and liaise appropriately.
- To follow the Lone Working Policy and guidance.  
Your safety is paramount and it is essential that you ensure your safety as a priority.
- Adhere to the new GDPR regulations
- Participate in training sessions and meetings as necessary.

### **Previous experience and role requirements**

No specific previous experience or qualifications is required as training and on-going support will be provided. Any potential volunteer will need to be able to demonstrate:

- excellent listening and communication skills
- empathy
- the ability to work confidently on own initiative and know when to seek help and support
- willingness to attend scheduled training days, Age UK volunteer induction and any other training deemed essential to the role as identified
- commitment of at least one session/day per week is required for this role
- Willingness to undergo a DBS check
- An understanding of the needs of older people
- A kind and patient nature
- An understanding of the need to observe confidentiality in informal settings.

### **Equal Opportunities**

Age UK West Sussex, Brighton and Hove is committed to anti-discriminatory policies and practices and it is essential that the post holder is willing to make a positive contribution to their promotion and implementation.