

AGE UK WEST SUSSEX, BRIGHTON & HOVE

VOLUNTEER ROLE DESCRIPTION

Volunteer name:

TITLE	Doorstep Support and Delivery Person
AIMS	Support our clients by offering a friendly face and checking they are okay on a regular basis while delivering food, essential supplies and other items to their doorstep.
SAMPLE ACTIVITIES	<ul style="list-style-type: none">• Collect food and other items from local pick-up points including Age UK activity centres• Deliver items to the door as required• Where possible have an approx. 10 min chat to check the wellbeing of recipients and notify co-ordinator of any concerns• Help promote the organisation and its services to clients and potential clients so they can get the help they need• Raise any wellbeing concerns or other issues with the volunteer co-ordinator• Use simple apps or other IT to keep in contact with the organisation• Assist with the development and improvement of the delivery network for the organisation.• From time to time support fundraising efforts by delivering items such as season hampers to the charity's supporters and/or clients.• Only undertake doorstep support and delivery - do not enter homes and take on any extra duties i.e DIY. If the client needs help, make your coordinator aware of the help that is needed.
QUALIFICATIONS, EXPERIENCE, SKILLS, QUALITIES	<ul style="list-style-type: none">• Excellent communication skills and the ability to relate to people from a variety of different backgrounds• The ability to carry shopping and food parcels safely• Flexibility with a team approach• Preferably the ability to drive, although volunteers who cycle or are happy delivering on foot are welcome in urban areas• A genuine interest in people and empathy with older people• Ideally, although not essential, previous experience of working with people in a supportive/caring capacity• A basic understanding of, and a willingness to learn about, keeping yourself and others safe while performing the role.• Correct vehicle insurance is needed. Please check with

	<p>your provider before commencing deliveries.</p> <ul style="list-style-type: none"> • DBS check will be needed
TIME COMMITMENT	Flexible – usually 2-3hrs once a week between 10-4pm
LOCATION	Bognor, Brighton & Hove, Burgess Hill, Crawley, Haywards Heath, Horsham
ACCOUNTABLE TO	Delivery Co-ordinator

BENEFITS

- The opportunity to be involved with projects where your own ideas and input will be valued.
- The chance to make a contribution to Age UK West Sussex, Brighton & Hove's work.
- Access to organisational resources
- Free Training
- Travel Expenses
- Professional Reference provided

THE ORGANISATION'S EXPECTATIONS OF THE VOLUNTEER

- To understand and promote the organisation's policies and abide by its guidelines
- To be responsible, reliable and safety conscious
- To work within the service parameters
- To be open and honest about any work issues or problems
- Have a genuine interest in the needs of older people
- To attend team meetings when needed
- To take initiative in encouraging suggestions, ideas and changes for the improvement of the service
- To keep informed of other functions and activities at Age UK West Sussex, Brighton & Hove
- To work professionally with fellow volunteers and members of staff in other organisations
- Participate in training, supervision and support sessions as required

Volunteer Agreement

I have read and understood the above Role Description & checked my insurance details and would like to become a volunteer for this service.

Signature

Date