

## Volunteer role Description,



## Coffee in the Park Assistant

### 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. This role involves working as part of our Brighton Activities Team to assist older people in the city to re-engage 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.

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

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

### The service

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 WSBH 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, AUK WSBH Policy and Risk Assessments.
- Liaising with AgeUK WSBH 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.

### **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
- the ability to work confidently on own initiative and know when to seek help and support
- willingness to attend scheduled training days, AUK WSBH 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, empathic and patient nature
- An understanding of the need to observe confidentiality in informal settings.



### **How will we support you**

You will be given both AgeUK West Sussex, Brighton & Hove volunteer induction and role training to carry out your role effectively and be able to enjoy doing so with confidence.

### **What will you get out of volunteering for Age UK West Sussex, Brighton & Hove**

Meeting others, having fun and a sense of fulfilment plus if you are looking for a job, we can give you some experience whether you have worked in this setting before or not. We will train you so you will gain knowledge of working in a charity sector and that will help you in your search for a job.

### **Volunteer Agreement**

I have read and understood the above Role Description and would like to become a volunteer for this service.

Signature.....

Date.....