

## Volunteer role Description,



## Doorstep Support & Deliveries

### Introduction

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.

**Responsible to:** DS & D Coordinator

**Hours:** flexible – usually 2-3hrs once a week between 10am - 4pm

**Location:** Bognor Regis, Southwick, Shoreham, Fishersgate and Burgess Hill

### The service

- 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. In some cases where there are multi-floor flats, volunteers can take the delivery to the relevant level. If the client needs help, make your coordinator aware of the help that is needed.

### **Role requirements**

- 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 your provider before commencing deliveries.
- DBS check will be needed.

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

You will be given an Age UK 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?**

- 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 organisations 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.....