

The Beethoven Centre  
Third Avenue  
London  
W10 4JL

Tel 020 3004 5610

Email: [volunteering@ageukwestminster.org.uk](mailto:volunteering@ageukwestminster.org.uk)

**Registered Charity No. 1018300**

Dear Applicant,

Thank you for enquiring about becoming a volunteer with Age UK Westminster, we appreciate the time you have taken to explore volunteering with us.

There are many volunteer opportunities with Age UK Westminster, all of which helps towards providing a service to older people living in the City of Westminster, either directly or indirectly. I have attached some information about our volunteer opportunities and a volunteer application form.

To apply for any of our volunteer opportunities, please complete the application form as fully as possible before returning it to us.

If you have any difficulty in either completing or printing this application form from your computer, do contact us to request a paper version of the form which can be sent to you by post.

In accordance with Age UK Westminster's Equal Opportunities policy, we would be grateful if you would also complete the Equal Opportunities Monitoring Form as well, although this is optional and will not be taken into consideration during the application process. All information regarding your application is kept confidential.

I look forward to receiving your application form and as soon as I have received your references, I will contact you to arrange a time and date for an informal interview.

Please feel free to contact me if you have any questions about volunteering with us.

Kind Regards,

Grace Nuttall  
Volunteer Support Coordinator

## **Volunteering opportunities at Age UK Westminster**

**When?** Most of our volunteering roles take place between Monday and Friday, from 10am-5pm unless stated.

**Where?** All our volunteering roles take place in Westminster; at our office in Queens Park, W10 4JL or our charity shop on Harrow Road, W10. Other face-to-face roles such as Befriending Visits, Information and Advice, Shopping, Digital Support and Events Support, will take place at clients' homes or in public spaces.

**Who can volunteer?** We welcome applications from anyone age 18 and over, who live, study or work in Westminster or the adjacent boroughs. For a remote volunteering role such as Telephone Befriending, volunteers can apply from anywhere in the UK.

**What's the next step?** Complete both the volunteer application and equal opportunities forms and return them to us via email or by post. If successful, you will be invited for an informal interview after 2 references have been successfully obtained. The interviews take place via zoom or at our office, depending on your preference.

**DBS (Disclosure and Barring Service):** For most of our volunteering roles a DBS (criminal record) check is necessary. This is completed free of charge for all volunteers. The process takes approximately 2 weeks to complete. More information about DBS checks can be found on the following link <https://www.gov.uk/government/organisations/disclosure-and-barring-service/about#dbs-checks>

**What support will I get?** We will offer you both general induction and in-role training to help you get started. We will also continue to offer other training opportunities to aid your development as a volunteer.

**Any questions or to apply:** Contact Volunteering Team; T: 020 3004 5610, M: 07957 652784 or E: [volunteering@ageukwestminster.org.uk](mailto:volunteering@ageukwestminster.org.uk)

## **Volunteering Opportunities Description**

### **Supporting clients on a one-to-one basis**

#### **Befriending Visits Volunteer**

The befriending service matches isolated older people with a friendly volunteer who commits to visiting them on a weekly basis. These volunteers visit the older person at home for a cup of tea and a chat, encouraging them to be more active by escorting them on short walks and helping them run small errands.

The volunteer can visit the older person in the daytime, evening or at the weekend, depending on their availability or by mutual agreement.

We ask for a commitment of 1 to 2 hours per week.

#### **Telephone Befriending Volunteer**

Many of our isolated clients currently benefit from a weekly phone call from their Telephone Befriending Volunteers. These calls always make such a huge difference in their lives.

The Telephone Befriending Volunteer opportunity takes place remotely from the comfort of the volunteer's home or work. The volunteer may spend up to 30 minutes on the phone chatting with their befriending client(s) and contact can be made up to 3 times a week, depending on the client's preference.

***Volunteers are not required to live or work in Westminster to apply for this role.***

### **Digital Support Volunteer**

You will be supporting clients on a one-to-one basis in their homes or in group sessions to help them learn how to use their digital devices such as mobile phones, laptops, iPads, and tablets more effectively.

We ask for a minimum commitment of 1 to 2 hours a week.

### **1:1 Walking Support**

Become a Walking Companion and help older residents to regain their walking confidence lost after a long illness. We match volunteers with clients in or near their joint postcodes and the volunteer accompanies the client on short walks around their neighbourhood and to the shops or local parks.

This volunteering opportunity can take place either regularly or occasionally, depending on both parties' availabilities.

### **Exercise At Home Programme Volunteer**

Working side by side with the Fit4Life coordinator, you will spend 1 to 2 hours a week supporting a client with exercise sessions prescribed/agreed beforehand by the coordinator. You will be provided with all the necessary training and will be supported throughout your volunteering experience.

## **Volunteering in our Office**

### **Telephone Enquiries & Signposting Volunteer**

You will be part of the Information and Advice Team, handling telephone enquiries and offering information to callers.

Our reception line is open between 10am-4pm Monday to Friday.

We ask for a minimum commitment of 4 hours per week.

### **Project Admin Support Volunteers**

#### **1. Volunteering Project**

You will be assisting the Volunteer Coordinator with processing new volunteer enquiries, applications, references and DBS. You will also maintain regular contact with existing volunteers and offer information and guidance to them.

We ask for a minimum commitment of 2 days per week volunteering.

### **1. Befriending Project**

Our Befriending Service currently supports over 500 older clients. The service is run by a small team of staff who are looking for an enthusiastic volunteer to provide general admin support and clients' support. The volunteer will work closely with clients to ensure that their relationships with befriending volunteers continued to be maintained as agreed.

The ideal candidate would feel completely comfortable communicating with older people and understand the daily struggles they face.

We ask for a minimum commitment of 2 days per week volunteering.

### **Fundraising Volunteer**

You will be assisting our Fundraising Manager in generating income for Age UK Westminster through events and by developing and implementing a strategy for individual corporate fundraising.

### **Information & Advice in the Community**

You will be providing information and advice to older people (50+), their carers, friends, and relatives as well as other relevant agencies. The information and advice you will be giving covers many areas including welfare benefits, housing community care and local services. All advice provided is free of charge, independent and confidential. It is important to be impartial, non-judgemental, and able to empathise with the client's situation. The client's confidentiality must be always respected.

### **Company Secretary to the Board**

A Company Secretary to the Board supports its administration and compliance. This role is a key role in the organisation and the Company Secretary to the Board supports the Chair in ensuring that meetings are well organised and effective.

An essential role of the Company Secretary to the Board is to work with members to record their actions agreed and the dates they have been undertaken.

The board meets quarterly for 2 to 3 hours, but they also have other meetings that take place.

### **Social Media Volunteer**

The Social Media volunteer will work with our Marketing and Communications Manager and other members of staff to create engaging content for Age UK Westminster social media accounts to increase our social media presence and to continuously attract new followers.

The volunteer will be responsible for maintaining communications across all our social media pages, Facebook, Twitter, Instagram etc. – writing and posting blogs, tweets, updates and much, much more.

The role will require regular commitment to keep our audiences engaged as often as necessary.

## **Volunteering in our Shop**

### **Charity Shop Retail Assistant Volunteer**

You will be assisting in the day-to-day running of the shop with the aim of maximising sales and profitability. You should be ready to assist and serve customers in a helpful, cheerful manner and work with other volunteers to process stock, including sorting, steaming, pricing, and hanging of donated items. You may be involved with till operation and the handling of cash, or you might be asked to help raise awareness of the shop and its importance to Age UK Westminster.

We ask for a commitment of one-half day per week (4 hours).

### **Online Retail Volunteers**

Could you help us to list valuable donations on eBay and Amazon?

We are looking for volunteers to assist our charity shop team based on Harrow Road, W9 with preparing items to be sold online. Typical tasks include sorting donations, researching valuable items online, photographing, writing item descriptions, and putting them up for sale.

The volunteers must be computer literate and have experience with photography and selling items online (for example on eBay).

### **Ad-hoc Volunteering opportunities**

The following roles would suit anyone looking to give something back to the community without the need for a regular commitment.

### **iTea Party Group Sessions Volunteer**

We run regular drop-in IT sessions at various locations across Westminster where service users bring along their devices (smartphones, iPad, laptops etc) to receive one-to-one support with basic technical issues from a friendly volunteer. You will be part of a group of volunteers who comes to the sessions to offer help to the session attendees. Most of the sessions last for approximately 2 hours and take place on a weekly basis.

### **Distributing promotional materials**

We are looking for volunteers with a bit of time during the day to help us distribute our leaflets within the borough. These leaflets offer essential information for local people about the services we provide, such as benefits and housing advice, activities, and digital learning sessions.

### **Multilingual Volunteers**

Are you a fluent English speaker who can also speak other languages including Arabic, Hindi, Punjabi, Farsi and Tigrinya? We want to build a pool of volunteers whom we can call upon for help with occasional translations or who can support our clients more regularly in roles such as befriending and digital inclusion.

Westminster is a very diverse borough with many residents for whom English is not their first language. The more diverse our volunteers are, the more our older residents will be able to successfully access our services and support without language being a barrier.

### **Donations Collection Volunteer**

We'd like to recruit volunteers who are residents in the borough, who own a car and who can offer to collect a variety of donations from local Westminster people and deliver these donations to our shop on Harrow Road. We can offer parking and fuel expenses only. Before applying, please make sure that your car insurance covers volunteering.

### **Online Retail Volunteers**

Could you help us to list valuable donations on eBay and Amazon?

We are looking for volunteers to assist our charity shop team based on the Harrow Road, W9 with preparing items to be sold online. Typical tasks include sorting donations, researching valuable items online, photographing, writing item descriptions, and putting them up for sale.

The volunteers must be computer literate and have experience with photography and selling items online (for example on eBay).

### **Grocery Shopping Volunteer**

We occasionally get requests from clients who need help with their grocery shopping. Volunteers may assist with picking up and delivering shopping that has been ordered through the "Click & Collect" service. You may also be asked to shop for clients.

Although deliveries can also be done on foot or by bicycle, we are ideally looking for volunteers who are car owners to assist with more tasks. Please check that your insurance covers voluntary activities.

Volunteering may take longer than an hour, depending on the distance to the client's delivery address.

### **Prescription collection**

From time to time our vulnerable service users request help from a volunteer to pick up their prescription from their local pharmacy. To provide a rapid response service, we want to make sure that we have local volunteers ready to assist in every corner of Westminster.

This is a very low-level commitment role that could take any time between 30 mins to an hour to complete.

### **Medical Appointment Escort**

A medical appointment can be traumatic for many older people and undertaking that visit on their own can be even more worrying. To make the whole experience less stressful and more bearable our volunteers accompany older people to hospitals, doctors, dentists, and opticians to offer moral support, often sitting with them during the wait, and ensuring that they get home safely at the end.

This role could take any time between 1-2 hours.

This opportunity takes place 2 to 3 times a week and volunteers are required to commit for at least 1 to 2 hours a week.

### **Community Events/Outreach**

Volunteers would be required to support the Project Worker and to engage with our clients and others who attend the events. There may also be occasions when we would require support for weekend events.

Events usually last between 2 to 4 hours.

### **Community Group Activity Volunteer**

Activity volunteers run or support other volunteers with running activity sessions that benefit older people. Each activity takes place in a group setting where service users are encouraged to participate and enjoy themselves.

We ask for a minimum commitment of 1 to 2 hours a week.

**Equality and Diversity Monitoring**

If you are completing this form on a computer, double-click on the checkboxes and change the value option to 'checked' and then OK to mark box choice

**1. To which of these groups do you consider you belong? Mark one box only**

**A. White**

British	<input type="checkbox"/>	English	<input type="checkbox"/>
Scottish	<input type="checkbox"/>	Welsh	<input type="checkbox"/>
Other White background, please indicate:			

**B. Mixed**

White & Black Caribbean	<input type="checkbox"/>	White & Black African	<input type="checkbox"/>
White & Asian	<input type="checkbox"/>	Other Mixed background, please indicate:	

**C. Asian**

Asian British	<input type="checkbox"/>	Asian English	<input type="checkbox"/>
Asian Scottish	<input type="checkbox"/>	Asian Welsh	<input type="checkbox"/>
Indian	<input type="checkbox"/>	Pakistani	<input type="checkbox"/>
Bangladeshi	<input type="checkbox"/>	Other Asian background, please indicate:	

**D. Black**

Black British	<input type="checkbox"/>	Black English	<input type="checkbox"/>
Black Scottish	<input type="checkbox"/>	Black Welsh	<input type="checkbox"/>
African	<input type="checkbox"/>	Caribbean	<input type="checkbox"/>
Other Black background, please indicate:			

**E. Chinese**

Chinese British	<input type="checkbox"/>	Chinese English	<input type="checkbox"/>
Chinese Scottish	<input type="checkbox"/>	Chinese Welsh	<input type="checkbox"/>
Chinese	<input type="checkbox"/>	Any other Chinese background, please indicate:	

**F. Arab**

Middle Eastern		North African	<input type="checkbox"/>
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**G. Other/Prefer not to say**

Other, please indicate:		Prefer not to say	<input type="checkbox"/>
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**2. Gender**

Male	<input type="checkbox"/>	Female	<input type="checkbox"/>	Transgender	<input type="checkbox"/>
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**3. How would you describe your religion or belief?**

Buddhist	<input type="checkbox"/>	Christian (all denominations)	<input type="checkbox"/>	Hindu	<input type="checkbox"/>	Jewish	<input type="checkbox"/>
Muslim	<input type="checkbox"/>	Sikh	<input type="checkbox"/>	No religion	<input type="checkbox"/>	Other	<input type="checkbox"/>
Prefer not to say	<input type="checkbox"/>						

**4. How would you describe your sexual orientation?**

Bisexual	<input type="checkbox"/>	Gay man	<input type="checkbox"/>	Gay woman/lesbian	<input type="checkbox"/>	Heterosexual/Straight	<input type="checkbox"/>
Other, please indicate:				Prefer not to say	<input type="checkbox"/>		

## 5. Date of Birth

## 6. Declaration of Criminal Convictions

Have you ever been convicted of a criminal offence?

Yes  No

If yes, please ensure you give details on the following application form.

## 7. Do you consider yourself to have a disability?

*The Disability Discrimination Act (1995) covers any individual who has a physical or mental impairment, which has substantial long-term adverse effect on his or her ability to carry out normal day to day activities. You do not need to be registered disabled to be covered by the Act.*

Yes  No

If yes, a) please ensure you give details on the attached application form.

b) Please let us know if any reasonable adjustments are required to assist you with the recruitment process.

### Volunteer Application Form

Please fill in **ALL** sections of this form. Failure to fill out all sections may lead to a delay in the volunteer recruitment process. If you are completing this form on a computer, please mark X in the column of your choice.

<b>Personal Details</b>	
Forename(s):	Surname:
Address:	Postcode:
Telephone (home):	Mobile:
Telephone (work):	E-mail:
Preferred Method of Contact:	
- Home	
- Work	
- Mobile	
- E-mail	

<b>Volunteer Roles</b>			
Please mark X in the column next to any of the volunteer roles that interest you. Some opportunities may require you to already have specific skills while others may currently be on hold. Please see the descriptions above for more information.			
Befriending Visits		1:1 Walking Support (Weekdays)	
Telephone Befriending		Exercise At Home Programme Volunteer (Weekdays)	
Information & Advice - in the community (Weekdays)		Dementia Support Volunteer	
Telephone Enquiries & Signposting (Weekdays)		Project Admin Support – Befriending Project (Weekdays)	
1:1 Digital/IT Support		Project Admin Support – Volunteering Project (Weekdays)	
ITea Party Group Sessions (Weekdays)		Other, please specify .....	

<b>Details of your availability:</b>					
Weekdays		Morning		Afternoon	Evening
Weekends		Morning		Afternoon	Evening
<b>Length:</b>					
1-2 hours		2-4 hours		4-7 hours	All day

<b>Availability Frequency:</b>					
Everyday		2-3 times a week		Once a week	Every 2 weeks
Once a month		Every two months		Every 6 months	Every 6 months+

**EMPLOYMENT HISTORY** Details of all previous employment, most recent first (continue on a separate sheet if necessary). Alternatively, please attach your CV to your application.

Job title and main responsibilities	Name of employer	Employment dates and reasons for leaving

Please tell us of any relevant skills you may have for the position you are applying for (e.g., retail, administration, accounting, debt advice, etc):

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What are your other interests/hobbies?

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Do you speak any other languages? Please give details and level of proficiency:

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Please tell us about any qualifications you may have: (for example certificate, degrees, diplomas GCSEs/ A' Levels, NVQs.)

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Please use this space to write any other information which you feel may be relevant.

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**Is there anything in your medical history or disability that may affect your ability to volunteer? If yes, please give details:**

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**Have you ever been convicted of a crime? If yes, please give details:**

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**Are you legally entitled to work/volunteer in the UK?**

Yes		No	
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**How did you hear about us?**

AUKW Website		Online Advert	
AUK National Website		University/College	
Volunteering Recruitment Organisation		Community Event	
Flyer/Leaflet/AUKW Newsletter		AUKW Client/Volunteer	
Other – please specify:			

**References**

Please provide **TWO** references. One needs to be FORMAL (i.e., a current or previous employer, teacher, lecturer) who has known you for **at least one year** the other can be a friend. **Please do not use a family member, partner or spouse.**

**Formal Reference**

Name:  
Address:  
  
Postcode:  
Daytime tel. no:  
Email:  
Relationship to you:

**Personal/Formal Reference**

Name:  
Address:  
  
Postcode:  
Daytime tel. no:  
Email:  
Relationship to you:

**Emergency Contact Details**

Name:  
  
  
Telephone no.:  
  
Relationship to you:

**Please tick this box to confirm that you have received consent to supply details of your emergency contact**

**Relations** Are you related to any Age UK Westminster staff, volunteers or members of the executive Committee? If yes, please state their name and the relationship (please note, relationship includes blood, lawful or close personal e.g. a partner):

Yes		No	
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**Declaration**  
I declare that the information on this form is true and correct to the best of my knowledge.

<b>Signed:</b>	<b>Date:</b>
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Here at Age UK Westminster, we take your privacy seriously and will only use your personal information to administer your account and to provide the products and services you have requested from us.

However, from time to time we would like to contact you with details of other services we provide, and information about any events or campaigns that we are running. If you consent to us contacting, you for this purpose please tick to say how you would like us to contact you:

**Post**  **Email**  **Telephone**  **Text message**

**I do not wish to be contacted**

As a volunteer with Age UK Westminster, there may be occasions when we take photographs or video of you, or which may include you for the purpose as stated below.

**Please tick the following boxes if you consent to us using your photographs or video for the purpose stated:**

I give my consent for Age UK Westminster to take photographs or video of me as stated above. I understand that the resulting imagery will be used to publicise Age UK Westminster's events, including our website, social media pages and newsletter.

I give consent for Age UK Westminster to share these photographs or videos with funders and potential funders as part of application and/or monitoring for funding Age UK Westminster has received from them.

**Signature:** .....

**Date:** .....

**Address: The Beethoven Centre, Third Avenue, London W10 4JL**

**Tel: 020 3004 5610**

**Email: [volunteering@ageukwestminster.org.uk](mailto:volunteering@ageukwestminster.org.uk)**

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