

The Beethoven Centre
Third Avenue
London
W10 4JL

Tel 020 3004 5610

Email: 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

Grace Nuttall
Volunteer Support Co-ordinator

Volunteering Roles at Age UK Westminster

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

Where? At our office in Queens Park, London W10 4JL or our charity shops on Harrow Road or Church Street. Home visits for the Befriending/I&A role or helping at local events.

What's the next step? Complete the Application form and Equal Opportunities form and return it to us via e-mail or post. Following this you will be invited to interview.

Who can volunteer? We welcome applications from anyone over the age of 18 who lives or works in the City of Westminster, or the adjacent boroughs.

As part of the recruitment process 2 references will be taken. **If you are an older person age 65+ we will only ask you to provide one character/personal reference which can be from a friend.**

For some roles a DBS check is needed. This is completed free of charge for all volunteers.

What support will I get? We provide an induction and in-role training to help you get started.

Any questions or to apply: Contact Grace Nuttall, Volunteer Coordinator T: 020 3004 5610, M: 07957 652784 or E: grace.nuttall@ageukwestminster.org.uk

Volunteering Opportunities

Volunteering in the Community

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, our encourage 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 (Telafriend) Volunteer

Many of our clients are currently benefiting from the weekly phone calls from their Telafriend Volunteers. These calls always make such a huge difference in their lives.

The Telafriend 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 client and contact can be made up to 3 times a week, depending on client's preference.

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

Grocery Shopping

We offer help with grocery shopping to vulnerable clients who cannot manage to go out to supermarkets and do their own shopping. Volunteers assist clients who use supermarkets' "Click & Collect" service to order their shopping by picking up the shopping on the client's behalf and delivering to the client's address. Volunteers may also be asked to shop for clients.

Although deliveries can also be done on foot or bicycle, we are looking for volunteers who are car owners to assist with all 3

ideally tasks.

We have an arrangement with Westminster City Council that Congestion charge and any parking fees will be waived for volunteers on deliveries. Please check that your insurance covers voluntary activities.

Travel expenses, including mileage are reimbursed.

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

Information & Advice Volunteer

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 respected at all times.

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

Help out at ad-hoc events and/or fundraising activities.

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.

Digital Support Volunteer

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

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

Community Group Activity Volunteer

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

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

Volunteering at our Office

Reception Volunteer

You will be part of the Information and Advice Team and deal with enquiries and telephone calls, offering information to a variety of people.

Our reception line is open between 10am-2pm Monday to Friday.

We ask for a minimum commitment of 6 hours per week.

Volunteer Project Support

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

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

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.

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 dates they have been undertaken.

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

Social Media Volunteer

The Social Media volunteer will work closely with the CEO and other members of staff to create engaging contents for Age UK Westminster social media accounts in order 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 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).

Equality and Diversity Monitoring

If you are completing this form on a computer, double-click on the check-boxes 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 <input type="checkbox"/>	North African <input type="checkbox"/>
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G. Other/Prefer not to say

Other, please indicate: <input type="checkbox"/>	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 affect 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.

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

Volunteer Roles			
Please mark X in the column next to any of the volunteer roles that interest to you. Some opportunities may require you to already have specific skills. Please see the descriptions above for more information.			
Befriending visit		Telephone Befriending	
Information & Advice – in the community (Office hours only)		Community Events/Outreach	
Information & Advice – Reception (Office hours only 10am-2pm)		Community Group Activity (Office hours only)	
Charity Shop (Mon-Sat)		Digital IT Support (Office hours only)	
Fundraising (Office hours only)		Volunteer Project Support (Office hours only)	
Grocery Shopping/Food Parcels Delivery		Other, please specify	

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

Availability Frequency:				
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):

What are your other interests/hobbies?

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

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

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

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

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 personal 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.:

Doctors Details

Name:

Address:

Relationship to you:	Telephone no.:
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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	

Declaration I declare that the information on this form is true and correct to the best of my knowledge.	
Signed:	Date:

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:



Tel: 020 3004 5610

Email: volunteering@ageukwestminster.org.uk

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