**Volunteering opportunities 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](mailto:grace.nuttall@ageukwestminster.org.uk)

**Volunteering Opportunities**

**Volunteering in the Community**

**Befriending Visits**

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**

Many of our clients are currently benefits from a weekly phone calls from their Telephone 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 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 to apply for this role.***

**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 either in their own home or in a group setting.

**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 ideally looking for volunteers who are car owners to assist with more tasks. 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.

**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 anytime between 30 mins to an hour to complete.

**Medical Appointment Escort**

A medical appointment can be traumatic for many older people, and to undertake 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 anytime between 1-2 hours.

**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.

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 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.

 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**

**Information and Advice – Office Reception 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.

**Volunteer Project Support**

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 one-half day per week (4 hours).

**Client Support Volunteer**

Our Befriending Service currently supports over 500 clients. The service is run by a small team of staff who are looking for an enthusiastic volunteer to provide general admin support. This volunteer will work closely with clients to ensure that their relationship with a befriending volunteer is continuing as agreed.

The ideal candidate should feel completely comfortable in communicating with older people and should have an understanding of the struggles they face. The individual should also be available for 4-6 hours, 2 days a week between Mondays and Fridays.

**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 take 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 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).