

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.

DBS (Disclosure and Barring Service): For most of our volunteering roles a DBS (criminal record) check is needed. 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

Volunteering Opportunities Description

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 currently benefit from a weekly phone call 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 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.

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 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.

Travel expenses, including mileage, are reimbursed.

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.

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 benefit 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 – 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.

Volunteering Project Support Volunteer

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).

Befriending Clients' Support Volunteer

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 struggles they face.

We ask for a minimum commitment of 4 to 6 hours a week.

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 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 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).