

# Volunteering in Wiltshire and Swindon



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## Why volunteer with Age UK Wiltshire?

Age UK Wiltshire is a charity that aims to enable older people in Wiltshire and Swindon to lead a fulfilling life. We believe that age deserves respect, kindness and sometimes a bit of help.

Our volunteers and staff work towards providing that help through our valued services and support, such as:

- ✓ Information & Advice
- ✓ Wellbeing and friendship
- ✓ Help for people leaving hospital
- ✓ Fitness and activity clubs and groups

We are also involved in campaigning for older people locally, public education, social advocacy, and research.

Through our services we aim deliver support to older people across Wiltshire and Swindon to make a significant difference to their lives. In a society where people live longer, further away from their families and support networks, these services are essential.

***We can't do it without our volunteers.***

***We can't do it without you.***

## What's in it for you?

Giving up time to help someone in greater need is both rewarding and inspiring. Volunteering can help you gain experience and improve your CV; it will enable you to meet new people and be part of a friendly team; it will allow you to hone existing skills through training and support from Age UK Wiltshire.

Our roles are flexible. Some people want the stability of volunteering on a regular basis. Others want the flexibility to work around their work and other commitments. Time commitment can be as little as one hour a week and some of our volunteers hold more than three roles with us.

We reimburse travelling and reasonable out-of-pocket expenses.

## What training is involved?

Our aim is to get you involved as a volunteer in our work as quickly as possible. We hope that this booklet will provide you with all the information you need about Age UK Wiltshire, our vision, mission and values, the services we offer, what we expect of you as a volunteer and what you can expect from us. In addition to this, we will send you our Volunteer's Handbook when you begin your volunteering journey with us. This outlines in more detail the 'nuts and bolts' of volunteering for Age UK Wiltshire; things like claiming expenses, health and safety and our code of conduct.

In addition, each role also has its own bespoke training and shadowing opportunities for prospective volunteers to understand more about the role.

We also have opportunities for volunteers to expand their skills with training events throughout the year, depending on the roles undertaken and the availability of these events. At all times you are encouraged to ask us for any training or skills you feel you need to undertake your voluntary role.

## About Us

### **Age UK – the national charity**

Age UK is the country's largest charity dedicated to helping everyone make the most of later life. The Age UK network comprises around 135 local Age UKs providing local services and support in their areas, and a network of around 450 shops selling an ever-changing range of goods.

The Age UK family also includes Age Cymru, Age NI and Age Scotland, as well as Age International, supporting vulnerable older people in more than 40 countries worldwide.

### **Age UK Wiltshire – a local charity**

Age UK Wiltshire is an independent, local charity providing support and services to older people living in Wiltshire and Swindon, something we've been doing for over 70 years. We want everyone to be able to love later life.

We do this by inspiring, supporting and enabling older people, helping them stay safe, make informed choices and be independent yet connected.

We promote the wellbeing of all older people and work to make later life a fulfilling and enjoyable experience. We recognise that every person is an individual with different needs, preferences and abilities. We aim to reflect this diversity in everything we do including making our services inclusive and accessible to older people from all sections of the community and by attracting and retaining a diverse workforce of both staff and volunteers.

We choose to be a partner of the national charity, Age UK, however we are responsible for our own funding and set our own priorities. Our charity is overseen by a board of trustees who themselves are volunteers from the local community, bringing their career and life experiences to Age UK Wiltshire.

We have offices in Devizes and Salisbury, but our services are available across Wiltshire and Swindon. Our services are provided by a small team of paid employees who are supported by around 100 wonderful volunteers, without whom we would be unable to deliver much of what we do.

## Our Objectives and Values

The object of Age UK Wiltshire as a charity is to promote the relief of older people in any manner which now or hereafter may be deemed by law to be charitable in and around the county of Wiltshire.

### Our Vision

To make Wiltshire and Swindon places where everyone can love later life

### Our Mission

To inspire, support and enable older people, helping them stay safe, make informed choices and be independent yet connected.

### Our Values

Be positive, professional & proud in the approach of our work and foster a 'can do' attitude.

Be a learning organisation and strive for continuous improvement in everything we do.

We will entrust and empower our people, encouraging them to act with courage and conviction in the course of their work.

We will commit to be honest and respectful to each other



"If you've got some spare time I would recommend volunteering, it's so meaningful and we really do change people's lives. For me the key thing was to be myself and enjoy the time I spend helping others."

Alaina, Age UK Wiltshire Volunteer since  
Jan 2018

## **Age UK Wiltshire's Policies and Principles**

We strongly recommend that all volunteers make themselves familiar with our policies as soon as possible before undertaking any voluntary work with Age UK Wiltshire. The key policies that we advise all volunteers read and are aware of are summarised below. You can view these and all our policies either online at [www.ageukwiltshire.org.uk](http://www.ageukwiltshire.org.uk) or by request to our offices.

### **Volunteering Policy**

This policy outlines how Age UK Wiltshire will deliver volunteering experiences, in line with both statutory requirements and best practice, and ensure that we create a fulfilling and supportive environment for our volunteers.

### **Equality, Diversity**

Age UK Wiltshire, as an employer and service provider, has a part to play in reducing the disadvantages which certain people and groups have experienced. We also want our staff and volunteers to be truly representative of the community they service. This can be found in our policies and sets out how we aim to achieve this.

### **Safeguarding policy**

Age UK Wiltshire recognises the right of all older people to live their lives free from the fear of abuse and exploitation, and its duty of care to all its service users, volunteers and staff to protect them, wherever possible, from any form of abuse.

### **Health & Safety and Lone Working policies**

Age UK Wiltshire has a responsibility to its staff and volunteers to provide a safe working environment. Individuals should also be aware of their personal responsibilities for their own and others health and safety when carrying out their duties and where a role requires someone to work on their own, either at our offices or in the community.

### **Data Protection and Confidentiality policies**

During the course of service as a volunteer you may hear or be told information of a sensitive and confidential nature. It is vital that confidentiality is respected. As a volunteer you also have the right to know what information we hold about you and be assured that this information is held securely by the charity.

### **Whistleblowing**

Should you discover any activity relating to the work of the organisation that causes you concern about actual or potential malpractice or an unlawful act, you should raise this on a confidential basis with an appropriate person within the organisation without any fear of victimisation.

## What You Can Expect From Us

Age UK Wiltshire depends on the contribution of every volunteer and member of staff. Through the information in this pack, we are laying the foundations to make you feel valued as well as giving you the ability to make a significant contribution to the organisation.

As a volunteer of Age UK Wiltshire, you can expect:

- To receive continued support at all times
- To be given the right training to help you undertake your role
- To be given the opportunity to develop in your role and take on additional responsibility should you so wish
- To be kept safe in your volunteering role
- To be reimbursed for all reasonable travel and out of pocket expenses
- To be kept up to date with the work of Age UK Wiltshire
- Like all staff at Age UK Wiltshire you are covered by our Public Liability insurance whilst volunteering with us

## What We Expect From You

As a volunteer of Age UK Wiltshire, you are representing the charity so we do have some expectations of you. We expect you:

- To work safely, competently and consistently within legal and service requirements
- To understand your professional role and place within the organisation and who your line manager is
- To behave in a manner that is consistent with our vision, mission and values
- To read, understand and fully comply with our policies, a summary of which are included in this pack with full details being available on our website
- To let us know if you aren't able to volunteer or would like to stop volunteering with us
- To adhere to our code of conduct



## What sort of roles are available?

Over the following pages we've outlined the services we offer and the voluntary roles that support these. These will help give you an idea about the type of roles you might want to consider.

Please also consider the following:

- Most of our roles are available to people aged 18+ but in some cases we can offer opportunities to younger people. Please speak to us if you are under 18 years old and would like to explore volunteering with us.
- Most of our roles are available only during office hours. Evening and weekend hours are available in some roles but these often depend on the needs of our clients. If you would like to do volunteering during these hours we will be happy to discuss what opportunities might be available.
- All our volunteers are expected to have a basic understanding of the services provided by Age UK Wiltshire and how to contact our offices so that they can advise and signpost people to our services where appropriate.
- If you are interested in exploring more than one voluntary role with us we are more than happy for you to do this.

After reading through the type of roles available, if you are still unsure about the role you would like to pursue, or you have something specific in mind that we haven't mentioned then please feel free to get in touch with us.



## Our Services

### Information & Advice including:

The **Information & Advice** service provides confidential information and advice on a wide range of subjects. We explain the choices available and help people decide what they want to do. If people need help, we may be able to take action on their behalf.

The service is free and available to anyone needing information and advice about any issue affecting older people.

The **Wellbeing Programme** is part of our Information & Advice service and is available to those people who have been identified as requiring additional support to address the factors that may be negatively impacting their wellbeing such as a lack of confidence to take part in social activities.

We can provide short-term volunteer support to help people undertake an activity that they have identified would improve their wellbeing. This could be anything from sorting correspondence to attending a social activity outside of the home.

Our **Telephone Befriending** service is also part of the Wellbeing programme. This service provides free weekly telephone calls to older people for an indefinite period with the aim of providing social contact and signposting to other forms of support.

Whilst the programme is part of our Information and Advice service, the volunteering roles fall under the **Community Support Wellbeing** portfolio.

### Community Support including:

**Living Well** provides non-medical help and support to older people who have been identified through GP surgeries, to access services in their local community.

**Home from Hospital** provides short-term support to older people who have returned home after a stay in hospital.

It is a temporary service designed to help with everyday tasks until the client feels able to cope on their own again.

### Fitness & Friendship

The **Fitness & Friendship** service promotes both physical and mental health and wellbeing and support older people to remain independent for longer by helping them stay fit and active in later life.

# Information & Advice – Admin Support Volunteer

## About the Opportunity

You will work in one of our offices to support staff and I&A advisor volunteers. The tasks are wide and varied and may include:

- Talking to people over the phone to obtain basic information so that an enquiry can be allocated to a trained I&A Advisor.
- Talking to people over the phone to obtain feedback following help and support given through one of the AUKW services.
- Ordering and organising stationery such as AUK Information Guides, Attendance Allowance forms and envelopes, leaflets produced by other organisations.
- Preparing information packs to be sent to volunteers and/or clients.
- Printing Age UK Wiltshire leaflets and flyers as required.
- Inputting and extracting data from the CRM system.

## What we are looking for

- A willingness to learn and work within a small team
- Excellent verbal and written communication skills
- Able to understand information and explain it to others
- Confident IT and telephone skills
- Good listening skills
- Friendly and approachable with a willingness to help
- Non-judgemental, respecting the diversity and values of others
- A willingness to attend and undertake training

## What are the practical considerations

- 18 +

## When can you do this?

**Mon-Fri**

**AM** ✓

**PM** ✓

## What's in it for you

- You will build on valuable skills such as communication, listening, working in an office environment.
- You will obtain satisfaction by talking and listening to older people.
- You will receive and have training opportunities to widen your knowledge
- You will work within an enthusiastic and supportive team
- You will be part of a wider Age UK Wiltshire team, hearing about, and working with, staff and volunteers from other Age UK Wiltshire services.

## Where is this based?

Devizes office or Salisbury office

## What level of commitment is needed?

Regular weekly commitment of a minimum of 4 hours is preferred.

## What support is offered?

- Comprehensive induction and ongoing opportunities for training and personal development
- Ongoing support within a friendly team of office-based I&A staff and volunteers
- Regular I&A team volunteer meetings

# Information & Advice – Office Advice Volunteer

## About the Opportunity

Working from our offices, your role will be to help with the delivery of our information and advice service to individual older people.

You will be taking calls from the general public made to our advice line, responding to enquiries received by letter or email or providing help to people who come to our offices for information and advice on subjects ranging from help with benefits to finding a local trader.

You'll also be signposting clients to other services or making referrals on their behalf. After training, you'll also be supporting clients with complex issues by providing or offering casework.

## What we are looking for

- Holistic approach to client's needs
- Effective communication skills
- The ability to research, interpret and convey complex information to service users
- The ability to confidently use a computer
- Good team working skills

## What's in it for you

- Opportunity to develop your skills in providing advice
- Experience of working in a team
- Chance to make a real difference to older people
- Ongoing opportunities for training & personal development
- Experience of working in an office environment

## What are the practical considerations

- DBS required
- 18 +

## Where is this based?

Devizes office or Salisbury office between 10am – 3pm

## When can you do this?

**Mon-Fri**

**AM** ✓

**PM** ✓

## What level of commitment is needed?

Regular weekly commitment of a minimum of 4 hours is preferred.

## What support is offered?

- Comprehensive induction and ongoing opportunities for training and personal development
- Ongoing support within a friendly team of office-based I&A staff and volunteers
- Regular I&A team volunteer meetings

# Information & Advice – Community Advice Volunteer

## About the Opportunity

Working in the community, our Information & Advice community advice volunteers visit older people in their own homes to provide information and advice and to help them fill in forms.

The information and advice we provide varies enormously, ranging from benefits advice to information on residential care, finding help at home, housing or travel.

With support from volunteers, we are able to handle approximately 4,500 enquiries per year.

Last year, our team helped increase the income of older people in Wiltshire & Swindon by over £2 million.

## What we are looking for

- Holistic approach to client's needs
- Effective communication skills
- Sensitivity to the needs of older people
- Access to your own email

## What's in it for you

- Chance to make a real difference to older people
- Flexible time commitment
- Seeing first-hand the difference that you can make
- Helping your local community

## What are the practical considerations

- 18+
- DBS
- Own transport preferred

## Where is this based?

Community based

## When can you do this?

Mon-Fri

AM ✓

PM ✓

## What is the expected level of commitment?

A few hours a month depending on need. Each visit could take up to 2 hours.

## What support is offered?

- Comprehensive induction and ongoing opportunities for training and personal development
- Ongoing support within a friendly team of office-based I&A staff and volunteers
- Regular I&A team volunteer meetings

# Wellbeing Assessor Volunteer

## About the Opportunity

Our Assessor Volunteers visit clients at their home to support them to put together a plan to attend one of our Fitness & Friendship Clubs, or a similar structured activity if there is no club in the area. They will go armed with information about the Clubs to share with the client.

As an Assessor Volunteer you might be researching travel options, bus routes, taxi companies, the LINK service or car parking at a venue ready to suggest options to your client.

Our Assessor Volunteers will also complete consent and club registration paperwork.

## What we are looking for

- Good communication skills; ability to actively listen; ability to speak clearly and concisely.
- Personable; friendly; respectful and non-patronising, polite and courteous.
- Empathy; sensitive to an individual's needs and feelings, able to relate well to older and vulnerable people, non-judgemental.
- Commitment to confidentiality.  
IT literate esp. in Word

## What's in it for you

- Gain experience in an adult social care setting
- Opportunity to work directly with older people
- Flexible time commitment
- See first-hand the difference you can make
- Chance to make a difference in your local community

## What are the practical considerations

18+

DBS

Driver an advantage though not essential

## Where is this based?

In your local community where possible

## When can you do this?

	<b>Mon-Fri</b>	<b>Sat-Sun</b>
<b>AM</b>	✓	✓
<b>PM</b>	✓	✓

## What is the expected level of commitment?

A number of appointments to suit with each appointment taking around 2 hours. Additional time to complete paperwork and update records.

## What training is involved?

You would be expected to attend a 2-hour induction which is currently being completed online. We will also provide you training in active listening, how to conduct a guided conversation, how to create an action plan and information around lone-working and safeguarding.

# Wellbeing Community Volunteer

## About the Opportunity

As a Community Volunteer you will follow a Wellbeing Plan to support your client to join one of our Fitness and Friendship Clubs, or a similar structured activity if there is no Club in the area. This could be by sharing the journeys with the client, staying with them during the session and supporting them to meet new people.

The Wellbeing Programme is tailored to each client, so the length of weeks that support is required will vary from 1 week to 8 weeks. Support is offered for 1 session fortnightly, encompassing between 1 - 4 Fitness & Friendship sessions.

## What we are looking for

- Good listening skills
- Sensitivity to the needs of older people
- Ability to initiate conversation
- Practical with a 'can do' attitude
- Confidence to give gentle encouragement

## What are the practical considerations

18+

DBS

Own transport preferred

You will never drive a client to the venue or be expected to travel in a client's vehicle

All clients are independently mobile

## When can you do this?

Tues, Weds, Thurs (mainly)

PM ✓

## What's in it for you

- Gain experience in an adult social care setting
- Opportunity to work directly with older people
- Chance to make a difference in your local community

## Where is this based?

In your local community where possible

## What is the expected level of commitment?

A few hours a month for a variable duration of between 1 - 8 weeks per client by arrangement and depending on need. Accompanying someone to a Club session would take approximately 3 hours (up to 4 sessions).

## What training is involved?

We'll provide an induction to the organisation and the expectations about the role. There'll also be training in Covid19 procedures, confidentiality, GDPR, lone working communication skills and dementia, all of which is done online.

# Fitness & Friendship Club Support Volunteer

## About the Opportunity

Support Volunteers help the Fitness & Friendship Club Leaders at sessions to ensure that there is a safe and happy environment to welcome club attendees

The Support Volunteer role is varied and could involve a range of activities such as setting up the room ready for the session, clearing the room after the session, welcoming club members, assisting members (especially new members) to participate in activities and conversation, accept payments, make and serve refreshments and/or help to promote the club in the local community.

## What we are looking for

- Friendly and enjoy working with older people
- Able to facilitate conversations and make new members feel welcome
- Attentive about the safety of members and other volunteers
- Able to work within a team to further develop the clubs
- Flexible and willing to undertake agreed tasks
- Reliable

## What's in it for you

- Sociable, fun volunteering opportunity
- Opportunity to take part in the activities
- Great for people who like to be active
- Opportunity to get involved in your local community
- Great for people who can't make a weekly commitment

## What are the practical considerations

18+

## Where is this based?

At one of our established F&F Clubs

## When can you do this?

**Tues, Weds Thurs**  
**2pm – 4pm**

## What is the expected level of commitment?

Each club runs for two hours every other week with some additional time to help prepare the venue before the session (and clear afterwards) and help promote the club in the local community.

## What training is involved?

An organisation induction to give you an overview of Age UK Wiltshire and an insight into all its' services

7 online training courses which include GDPR; Safeguarding; Equality, Diversity and Inclusion; Slips, Trips & Falls

First Aid training



# Fitness & Friendship – Fitness & Friendship Club Leader

## About the Opportunity

Our Volunteer Club Leaders run community-based Fitness & Friendship Clubs which include a mix of chair-based exercises & social activities specifically designed for older people. As a Club Leader you will also help to promote the club in the local area to encourage older people to maintain healthy lifestyles in a fun and friendly way.

## What we are looking for

- with an interest in exercise and health improvement
- with the ability to encourage and motivate others and who are confident and have a sense of fun
- who are happy to learn new skills and who are willing to undertake training online and as part of a group
- who are happy to be responsible for the day to day running of a club
- who are able to work within a team to further develop the club

## What are the practical considerations

18+

Happy to undertake a F&F training course,  
Tai Chi training &  
First Aid Training

## When can you do this?

**Tues, Weds or Thurs**

**PM** ✓

## What's in it for you

- Free uniform
- All equipment needed to deliver club sessions
- Out of pocket expenses
- Working as part of a team to help you develop new skills
- Opportunities to bring new ideas to further club development
- Direct contact with older people

## Where is this based?

Community based at one of the club locations

## What is the expected level of commitment?

Each club runs for a couple of hours every other week. The day of the week varies with each club.

## What training is involved?

An organisation induction to give you an overview of Age UK Wiltshire and an insight into all its' services

Low Impact Functional Exercise Instructor Training (L.I.F.E). Working alongside one of our experienced instructors at a pace that suits you. (Minimum of 5 sessions)

10 online training courses which include GDPR; Safeguarding; Equality, Diversity and Inclusion; Slips, Trips & Falls

First Aid Training

Tai Chi Training (Tai Chi Qigong Shibashi) giving you the ability to instruct Tai Chi to your club members - a blended style training of online and alongside an experienced instructor

## What happens next?

By reading this introduction to volunteering you have already taken the first step to becoming a volunteer with Age UK Wiltshire. The next steps are...

### **Complete and return the application form**

Our application form is available online from [www.ageukwiltshire.org.uk](http://www.ageukwiltshire.org.uk) or by contacting our office on 0808 196 2424.



### **If we haven't already spoken to you, we'll chat to you about your application**

At the same time, we'll apply for a DBS check, if required, and complete any other internal processes we need to.



### **Be available for training**

We will introduce you to your chosen service team who will invite you to attend role appropriate training. They will give you more information about the volunteering role and ideally buddy you with an existing volunteer who can show you the ropes. When all our internal checks have been done, we'll let you know.



### **Start Volunteering**

## Frequently Asked Questions

### **Will I be interviewed?**

Each service has its own training and induction programme. In most cases a member of the team will have a discussion with you about the role so that you can ask any question of us and we can identify any additional support or training you need from us.

### **Do I need previous volunteering experience?**

No. You simply need to have some empathy and the ability to interact with another individual.

### **Will I need a Disclosure and Barring Service (DBS) check?**

Depending on the roles you want to undertake we may ask you to do a DBS checks. Where this is needed we will discuss this with you. The check is done at no cost to you and we will help you through the process. In addition, there is now a DBS on-line update service that enables you to keep the certificate up-to-date once you have it, provided you register for it. This means that you won't need to go through the paperwork process again should you wish to continue volunteering for a long time or to give up your time for another charity that requires the same level and type of checks.

## Need more information?

For more information about our volunteering roles, to request an application form, or to speak to us about any aspect of volunteering please contact us at:

- By email to [volunteering@ageukwiltshire.org.uk](mailto:volunteering@ageukwiltshire.org.uk)
- By calling our office on 0808 196 2424
- Visit our offices in Devizes or Salisbury
- Visit our website [www.ageukwiltshire.org.uk](http://www.ageukwiltshire.org.uk)