

## Volunteer Role Description

Age UK York is an independent, local charity, that has worked to support older people for nearly fifty years. We have over three hundred volunteers helping us to deliver services and activities for older people in York.

<b>Volunteer role:</b>	<b>Befriender Shoppers</b>
<b>Service:</b>	Shopping Services
<b>Supported by:</b>	Shopping Service Manager
<b>Commitment:</b>	One shop every one or two weeks, of approximately two hours.
<b>Training:</b>	Induction training part one and part two.
<b>DBS:</b>	DBS required (undertaken by Age UK York.)

### Role purpose

Shopping volunteers work with clients to help them access shopping services, such as supermarket deliveries or if this is not suitable, volunteers will undertake the shopping for them. They provide companionship to the client.

Some volunteers will only undertake a shopping role.

### Personal qualities and experience

Shopping volunteers are friendly, patient, and happy to spend time chatting to older clients. Reliability is essential. Volunteers should be happy to handle cash and deal with change. Shopping volunteers may have experience of setting up internet shopping services, but this is not essential. All Age UK volunteers must be willing to work within guidelines and always follow confidentiality policies.

### Tasks and activities

- Optional - provide support for clients to access existing shopping services, such as internet shopping, click and collect and telephone-based supermarket deliveries. Help to set up the service and if required, provide ongoing support.
- Take a shopping list, do the shopping, deliver, and help to unpack.
- Spend time chatting to the client before and after the shop.
- Handle cash.
- Report back that the shop is completed.
- Discuss with the service organiser any concerns or changes in the client's needs, including health and safety issues.

### In return, as an Age UK York Volunteer, you will have the opportunity to:

- Be part of a friendly team and supported in your role.
- Support older people in the City of York to remain independent in their homes.
- Access training development, as appropriate.



## **Volunteer Agreement**

We ask you to:

- Work within the parameters of your volunteer role description.
- Maintain the commitment you choose to make.
- Undertake training and updates.
- Keep appointments and complete relevant paperwork.
- Keep us informed if your circumstances change.
- Inform us immediately of any new criminal convictions.
- Keep to the Age UK York policy regarding confidentiality.
- Keep to the Age UK York policy regarding data protection.
- Promote the work of Age UK York in your local community.
- Feel able to tell us if you are dissatisfied in any way.
- Keep to all other Age UK York policies and procedures, summarised in the volunteer handbook and available in full on request or via the website.

**Please sign to confirm that you have read and understood the above.**

**Name:**

**Signature:**

**Date:**

This agreement is binding in honour only, is not intended to be a legally binding contract between us and may be cancelled at any time at the discretion of either party. Neither of us intends any employment relationship to be created either now or at any time in the future.