



Volunteer Role Description

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

Volunteer role: Carer Respite Volunteer

Service: In Safe Hands Carer Respite Service

Age UK York has been providing carer respite services through 'In Safe Hands' since 1981. The service is co-funded by the City of York Council and the NHS Vale of York CCG.

Supported by: Carer Respite Service Organiser

Commitment: One to five hours per week, fortnightly or monthly.

Training: Induction training part one and part two. Additional training offered as appropriate.

DBS: DBS required (undertaken by Age UK York).

Role purpose

To provide respite for carers by supporting an older person in their own home, or by accompanying them on an outing.

Personal qualities and experience

Carer respite volunteers demonstrate good listening and communication skills, with an ability to quickly develop relationships with the carer and the cared for older person. Volunteers understand the needs of older people and empathise with them. Some experience of working with older people who have a diagnosis of dementia is useful and we do offer and encourage further training in dementia awareness. Reliability is key. Volunteers must be willing to work within guidelines and always follow confidentiality policies.

Tasks and activities

- Visit an older person in their home.
- Support the older person with physical and/or mental health conditions (the majority of our service users have a diagnosis of dementia).
- Accompany on an outing either going for a short walk or trip
- Work towards establishing a beneficial and supportive relationship.
- Assist with simple practical tasks e.g. preparing drinks/snacks, partaking in craft activities.
- Discuss the visits with the service organiser on a regular basis, including health and safety issues and changes in the client's needs.
- Try to attend at least one volunteer meeting per year.
- Attend any mandatory training sessions.

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

- Support carers and cared for older people in the City of York.
- Be part of a friendly team and supported in your role.
- 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.

