



Volunteer Role Description

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

Volunteer role: **Community Café Volunteer**

Service: Community Services

Community Services encompasses a number of Age UK York services, including information and advice, befriending, social events and day clubs. The Community Cafes provide an outreach service for people who may have limited social contact, as well as being an entry point for other Age UK York services.

Supported by: Head of Community Services

Commitment: A minimum of half day each month, of up to two and a half hours.

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

DBS: Not required.

Role purpose

To represent Age UK York at a community café event, socialising with older attendees and encouraging conversations.

Personal qualities and experience

Community Café volunteers enjoy spending time with older people, listening and talking to them. They will have a welcoming persona and be able to put others at ease. They will be happy to listen or to encourage the conversations, as appropriate. They will also be happy to provide basic information about Age UK services, including giving out leaflets. Volunteers will be alert to any concerns and will be willing to feed these back to Age UK York, rather than attempting to investigate or deal with issues. Volunteers must be willing to work within guidelines and always follow confidentiality policies.

Tasks and activities

- Attend a community cafe.
- Welcome attendees to the café and ensure they feel comfortable in the setting e.g., introduce new people to others in the group.
- Socialise with attendees and encourage conversations.
- Hand out leaflets and basic information about Age UK services. It is essential that volunteers do not attempt to provide advice.
- Liaise with organiser to ensure queries are passed on.
- Alert Age UK York to any concerns, including safeguarding issues.

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

- Contribute to events which have a direct impact on alleviating social isolation.
- 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.

