

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:	Shopping Escort
Service:	Shopping Services Age UK York offer three shopping services - personal, escorted and internet shopping.
Supported by:	Shopping Services Manager
Commitment:	Minimum of one shop a week, of approximately two hours
Training:	Induction training part one and part two. Moving and handling is offered, but not essential.
Car:	A car with MOT is required, car insurance for a volunteering role and less than six points on driving licence.
DBS:	DBS required (undertaken by Age UK York.)

Role purpose

Support an older client to go shopping or collect and deliver their supermarket click & collect order.

Personal qualities and experience

Shopping escorts are friendly, patient and show strong empathy. They must be confident driving. Reliability is essential. Volunteers must be willing to work within guidelines and always follow confidentiality policies.

Tasks and activities

- Collect the client and take shopping, assisting around the shop if required, and assist with unloading of shopping, as required.
- Collect and deliver a client's supermarket click & collect order.
- Ensure that driving policy is adhered to.
- 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.