

Volunteer Role Description

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

Volunteer role:	Information and Advice – Online Buddy
Service:	Age UK York's information and advice service supports older people to find solutions that will help them to remain independent and get the most out of later life.
Supported by:	Information and Advice Organiser
Commitment:	Variable dependent on client, with estimate of two hours per week over eight weeks, per assignment. Commitment of over six to twelve months preferred.
Training:	Induction training part one and part two. Additional training offered as appropriate.
DBS:	Enhanced DBS required.

Role purpose

Older people are still disproportionately represented among those that are not online. As more services move online many older people would like to find out how to get online but this can be daunting. There are a range of support services available, but some people need 1-1 support over a period of time to help them. This is particularly the case if they have limited mobility and find it hard to leave their own home.

In this role you will buddy up with someone who wants to get online – whether to meet friends and relatives, find out information, book appointments, play games or listen to music. You will visit them over a few weeks to support them to build the competence and confidence they need to be able to do this for themselves.

Personal qualities and experience

The online form filling volunteer will be IT literate and methodical, being able to break down a task into its component parts. They will be comfortable working with people they don't know and will be patient and sympathetic. Clients may struggle with the basics (e.g., using a mouse) or may get confused. Reliability is essential and the ability to understand role boundaries is key. Age UK York volunteers must be willing to work within guidelines and always follow confidentiality policies.

Tasks and activities

- Visit an older person at home or in a community setting (café, etc.) on a regular basis – usually weekly – over a number of weeks.
- Agree with them what they want to achieve by going online.
- Break down the process needed to achieve their goal into simple steps.
- Support them to work through these steps.
- Keep a simple record of your work.
- Alert Age UK York to any concerns including potential safeguarding matters.
- You will not be asked to deal with financial matters.

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

- Help older people in York to access help and advice.
- Be part of a friendly team and supported in your role.
- Access training development, as appropriate.



Volunteer Agreement - Information and Advice – Online Buddy

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.