



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:	Internet Shopper
Service:	Shopping Services Age UK York offer three shopping services - personal, escorted and internet shopping.
Supported by:	Shopping Services Manager
Commitment:	Minimum one and a half hours per week.
Training:	Induction training part one and part two.
DBS:	DBS required (undertaken by Age UK York).

Role purpose

Order internet shopping for an older client.

Personal qualities and experience

Internet shoppers demonstrate a friendly manner when telephoning clients. They have strong listening skills and an ability to vary their communication style to ensure they take an accurate shopping list. Reliability is key. An ability to use computer systems, particularly spreadsheets is essential. Accuracy and attention to detail is essential.

Tasks and activities

- Telephone two or more clients on a weekly basis (normally Monday morning), from the Age UK York office in Priory Street, or from home.
- Chat to the client and pass any changes in their situation or concerns through to the shopping manager.
- Take an accurate shopping list from the client, arranging date and time of delivery. Agree when next shop will be.
- Enter all the details onto the Age UK York spreadsheets or if working from home, email through to the shopping manager.
- If working from the office, access spreadsheet on a Monday to see who requires shopping that week. Home workers telephone the same clients each week at a time agreed with them.

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.



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.

