

Volunteer Role Description

Age UK York is an independent, local charity, that has been working 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. We work with the RSPCA York branch to offer a Keep Your Pet service.

Volunteer role:	Keep Your Pet Volunteer
Service:	Keep Your Pet This service offers vulnerable adults and older pet owners help and support to care for their animals.
Supported by:	Keep Your Pet Manager
Commitment:	Variable, dependent on availability and tasks required.
Training:	Induction training part one and part two.
DBS:	DBS required (undertaken by Age UK York).

Role purpose

Keep Your Pet volunteers support vulnerable adults and older pet owners to care for their animals, in the short and long term, when they are unable to do so.

Personal qualities and experience

In addition to an interest in animals, volunteers in this service share our aim to support vulnerable adults or older pet owners to keep their pets, when circumstances make this a challenge. Some understanding of the issues facing older people is desirable. Reliability is essential. Good listening and communication skills are important, as volunteers discuss the animal's requirements with staff and clients, and issues of concern are fed back. Volunteers must be willing to work within the boundaries of the role profile and Age UK York policies and procedures. Volunteers must always follow confidentiality policies.

Tasks and activities

- Feeding pets.
- Walking dogs.
- Fostering animals (additional checks and training required).
- Taking pets to the vet.
- Assisting clients to walk their dogs.
- Where required, staying with client for a chat.
- Shopping for pet essentials, such as pet food and animal medication.
- Monitoring the wellbeing of the pet owner and feedback any concerns.
- Notify the manager of any changes or concerns regarding the pet.

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

- Support vulnerable adults and older people to keep their pets during difficult times.
- Be part of a friendly and supportive team.

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.
- 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.