



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:	Volunteer Administration Support
Service:	Older People's Community Support Service
Supported by:	Befriending Manager
Commitment:	1-2 mornings or afternoons per week.
Training:	Induction training part one and part two. Telephone befriending training.
DBS:	Basic check.

Role purpose

Provide administrative support to the Befriending Service.

Personal qualities and experience

Volunteer administrators have experience of working in an office setting and have existing IT skills, including the use of Outlook email system, Word and Excel. They have the ability to work independently and flexibility, undertaking additional tasks as required. All Age UK York volunteers understand the importance of confidentiality and follow confidentiality procedures. Experience of talking to older adults preferred, but not essential.

Tasks and activities

- Maintain and update Charity Log with monthly reports, highlighting any concerns to the Befriending Manager.
- Support with the quarterly, six-monthly and yearly questionnaires.
- Telephone older people on the waiting list, each month to chat, offer support and remind that they are on the list.
- Scan documents and upload to Charity Log.
- Support with other activities, as required.

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

- Develop your administrative skills.
- Access training development, as appropriate.
- Be part of a friendly team and supported in your role.



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.