

Becoming an Age UK Wandsworth Volunteer

Thank you for expressing an interest in becoming a volunteer with Age UK Wandsworth. Volunteers play a crucial role in our charity and we would not be able to run our services without them.

You can help us to improve the lives of older people, so they can live as independently as possible in their own homes. We ask for a commitment of at least six months, but ideally you will stay with us longer.

Where do I volunteer?

You will be able to volunteer in the community, at our day centre, from home, or at our friendly office in Wandsworth Town.

What happens next?

Please complete the Volunteer Application and the Equalities Monitoring forms, selecting any of the roles that you are interested in volunteering for.

If you have any questions or you would like help completing the form, please feel free to call us **020 8877 8940**. Please return these forms to volunteering@ageukwandsworth.org.uk.

Once in receipt of your application, we will contact your referees directly.



Age UK Wandsworth
549 Old York Road
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London SW18 1TQ

t 020 8877 8940
e info@ageukwandsworth.org.uk
www.ageuk.org.uk/wandsworth

VOLUNTEER APPLICATION PROCESS

- Step 1 **Application form to be fully completed** – Please include the contact details of 2 people who have known you for 1 year or more and are prepared to provide a written reference for you. At least one of these should be a professional referee, or a college tutor if you do not have work experience. We cannot accept family members as referees. **Please send your completed forms to volunteering@ageukwandsworth.org.uk.**
- Step 2 **References follow up** – Both your referees will be contacted for written references – please ensure the email address that you give is correct and let your referees know they will be contacted. **Please ensure your referees know they will be contacted and that your application cannot proceed without their return.**
- Step 3 **Interview invitation** – Once your references have been received, Age UK Wandsworth will contact you to schedule your interview with the relevant Service Coordinator.
- Step 4 **Offer** - After interview, the Service Coordinator will inform you of the outcome of your application. You will be sent additional information about the next steps of the process.
- Step 5 **Next Steps** – All volunteers who are successful at interview are required to:
- Complete an online Safeguarding course and submit proof of completion to the Service Coordinator.
 - Register for a Disclosure and Barring Service (DBS) check and provide relevant documentation to your Service Coordinator. Age UK Wandsworth require an updated DBS check to start volunteering with us and cannot accept previous certificates. This certificate will be sent directly to you once it has been processed. Age UK Wandsworth will be notified if your DBS is clear or not, but please contact us when you receive it as it helps us to get you started in your new role more quickly. If your DBS is not clear, this doesn't necessarily mean you cannot volunteer with us.
 - Complete and return Client Confidentiality and Conflict of Interest forms.
- Step 6 **Completion of Next Steps** - Once you have completed the above steps, the Service Coordinator will contact you to establish a start date.

Volunteering can begin!

Volunteer Opportunities

All relevant training and supervision will be provided.

Be-a-Friend

Weekdays, evenings and/or weekends

1-2 hours per week

Volunteers with Be a Friend visit an older person who lives alone. If you have some time to spend with someone who rarely has visitors, your visit can be a real lifeline. An ability to listen is vital for this role, along with patience, empathy, reliability and often a loud voice for those who are hard of hearing.

Befriending Plus

Weekdays, evenings and/or weekends

up to 2 hours per week

Volunteers with Befriending Plus should be available up to 2 hours a week to befriend an older person and help them with practical tasks to make their life easier. This could include washing up, going through the post, collecting a prescription, or helping with a trip to the supermarket. The most important part of the role will be to listen and develop a good rapport with the client to combat social isolation and loneliness.

Community Engagement

Weekdays, between 10am-4pm

Variable hours based on event schedule

Volunteers will help facilitate events across the borough related to art, digital support, coffee mornings, and other social activities. Working with the Community Engagement staff, activities will change based on client feedback, emerging interests, and community needs.

Day Centre

Weekdays, between 10:30am-3:30pm

Variable hours

The Gwynneth Morgan Day Centre offers residents of Wandsworth with dementia, learning and physical disabilities and over the age of 65, a place to have fun and explore their interests in a safe, welcoming environment. Volunteers will support day centre staff and service users with activities like arts and crafts, seated exercise, puzzles, or games and encouraged to suggest new projects based on their experience.

Digital Inclusion Programme (DIP)

Weekdays

2+ hours per month

DIP offers friendly digital support to older people at home or in community venues across the borough. Digital volunteers will provide basic support with computers, tablets, and smartphones with the option to follow an on-line tutorial. You don't need to be an IT expert to volunteer in this role, just able to use a computer/tablet/smartphone to use the internet, emails, and social media.

Hospital Discharge Support

Weekdays and/or weekends

2-3 hours per week

Volunteers will support our Hospital Discharge Service to visit people when they have returned home from a hospital stay. The volunteer can assist with practical tasks such as picking up a few groceries or a prescription; having a cuppa and a chat; providing reassurance and support to the person while they settle back at home, to help regain their confidence and independence. A volunteer will be paired with a person for around 4 weeks with the support of the Hospital Discharge Coordinator. We ask that the volunteer visits a couple of times per week during that time, preferably during daylight hours.

Information, Advice and Support

Monday-Thursday between 10am and 4pm

3-6 hours per week

Working under the supervision of our Information and Advice team, volunteers will provide information and advice to older people and their carers by telephone, email and personal contact at the Age UK Wandsworth office on a range of issues including help with filling in forms, making claims and calling clients for feedback on the service.

Reception and Admin

Monday-Thursday between 10am and 4pm only

Minimum of 3 hours per week

Reception volunteers answer telephones and greet people at our Old York Road office. You would need to be very committed, have excellent timekeeping and note taking skills, and be able to use a computer for data entry and emails. You would also need to be patient and sensitive to the concerns of older people. Having experience of working in a customer facing role is desirable for this role.

Service Support (Admin)

Weekdays between 10am and 4pm

1-3 hours a week

Service support volunteers assist our Service Coordinators in the smooth running of their projects. You would need to be computer literate (specifically Microsoft Office). Roles may include filing, telephone, and computer work.