



# Volunteering Opportunities & Application Pack

Spring/Summer 2024



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# Volunteering With Age UK Enfield

## General Fact Sheet

Thank you for interest in finding out more about volunteering opportunities with Age UK Enfield. This fact sheet is about the types of volunteering opportunities that are available and the process for finding out more.

### About Us

Age UK Enfield is Enfield Borough's leading charity supporting and enhancing the lives of the older people who live there. We passionately believe in improving the lives of older people by ensuring they are valued, active, connected, and able to live the life they choose. We achieve this by providing a wide range of services and activities that are tailored to meet the specific needs of individuals and which will make a real difference to their wellbeing and quality of life.

### Volunteering With Us

Volunteers play an incredibly vital role at Age UK Enfield, making a real difference to the people we support from the moment you start.

As a valued member of the team, you will become part of a dedicated and professional group of people who care and work together to deliver our services.

### What Makes a Great Volunteer?

There are many qualities that volunteers share in the Age UK Enfield family, and everyone will bring something unique and useful. Broadly, we are looking for individuals who:

- like people, especially older adults
- wish to help improve the lives of older people in the Borough
- have patience, energy, and positivity
- are willing to help, learn new skills and be a team player
- who are reliable and will be committed to fulfilling their role

There are some volunteering roles, such as information and advice, where experience of the social services, finance, housing, legal etc would be necessary.

We are always delighted to hear from individuals from all walks of life and who reflect the diversity of Enfield.

### The Benefits of Volunteering

- It is a fantastic way to make a real difference to someone's life
- You will be giving something back to your community
- You get to be part of Age UK Enfield – it's staff and volunteer team
- Volunteers tell us they find their roles really rewarding
- A wonderful way to gain experience
- Opportunity to be part of a volunteer community and attend regular meet ups
- You will have access to a range of free E-learning courses

### I Want to Volunteer – What Do I Do Next?

It is especially important to us that our volunteers enjoy their volunteering role and get back as much as they put in.

The initial step, having looked at the volunteering opportunities currently available, is to let us know that you are interested.

You can do this by completing the application form and either emailing it to Sian Peers at [volunteering@ageukenfield.org.uk](mailto:volunteering@ageukenfield.org.uk)

Or posting to Sian Peers at our FREEPOST address: **RTZR-XHYL-EUZZ Age UK Enfield John Jackson Library 35 Agricola Place Bush Hill Park EN1 1DW**

We will then contact you to talk through things in more detail and all being well, we will start the process of you joining our team.

### Requirements

As many volunteering roles involve contact with vulnerable older people, **2 references** from people who have known you for more than 6 months and an **enhanced DBS checks** are a legal requirement and necessary under our safeguarding practices. This can take up to 8 weeks to complete.

In preparation for starting your volunteering, you will be given a thorough **induction** and any special **training**.

There is no upper age limit to volunteer but you do need to be aged 18 or over to apply. Whilst we do offer short-term volunteering opportunities some roles are not suitable as they require a minimum time and training commitment.

Please look at the various volunteering opportunities in the next section.

### Where Will I Volunteer?

We are based within two main offices in Bush Hill Park and Edmonton:

#### John Jackson Library

35 Agricola Place  
Bush Hill Park  
EN1 1DW  
Tel: 020 8375 4120

#### Parker Centre

6 Houndsfield Road  
Edmonton  
N9 7RA  
Tel: 020 8351 1131

Email : [admin@ageukenfield.org.uk](mailto:admin@ageukenfield.org.uk)  
Website: [www.ageuk.org.uk/enfield](http://www.ageuk.org.uk/enfield)

Email : [daycentre@ageukenfield.org.uk](mailto:daycentre@ageukenfield.org.uk)

Many of our activities and volunteering opportunities are based at various community buildings within the borough. Details are included where necessary within this booklet.

[Facebook – Age UK Enfield](#)

[Instagram – Age UK Enfield](#)

[Age UK Enfield - YouTube](#)

[www.ageuk.org.uk/enfield](http://www.ageuk.org.uk/enfield)

### Roles

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## Volunteering Opportunity

### Community Activity Assistant

#### The Role

Age UK Enfield host's various events and activities aimed at improving the lives of older adults in the area. We are seeking dedicated volunteers to assist us in ensuring the smooth running of these sessions, particularly during the setup, serving of refreshments, and packing away phases.

#### The Role Description

- Arrive at the event venue at the specified time to assist with setting up tables, chairs, and any necessary equipment.
- Prepare the refreshment area by organising refreshments and snacks.
- Greet attendees warmly and assist them with signing in and finding suitable seating.
- Maintain cleanliness and orderliness in all areas throughout the event.
- Offer assistance and guidance to attendees as needed, including supporting and encouraging engagement in the activity.
- Work collaboratively with other volunteers and staff to ensure the session runs smoothly.
- Assist in clearing away tables, chairs, and equipment at the conclusion of the event.
- Dispose of any rubbish or waste in designated bins and ensure the venue is left clean and tidy.
- Return any borrowed equipment to its designated storage area.

#### Key Skills

- A friendly and approachable demeanour, with a willingness to assist and engage with older adults.
- Reliability and punctuality, with the ability to commit to the agreed-upon event schedule.
- Excellent communication skills and the ability to work effectively in a team.
- Willingness to follow guidance from staff members and adhere to established procedures.
- Respect for confidentiality and sensitivity to the needs of older adults.

The volunteer will report to the Activity lead and the Health & Wellbeing Manager.

#### Current Activities

**Memory Meet Up** – Activity session for people with dementia and their carers.

**First and Third Wednesday of every month. 10.00 am - 12.30 pm**

**St Stephens Church Hall, Village Road, EN1 2BA**

**Social Singing** – Fun singing session for all, no experience necessary, dementia friendly.

**Second Wednesday of every month. 10.15 am – 11.45 pm**

**St Stephens Church Hall, Village Road, EN1 2BA**

**Tea and Chatter** – Activity session including games, quizzes, and guest speakers.

**Second Tuesday of every month. 9.30 am – 12.15 pm**

**Ordnance Unity Centre Library, 645 Hertford Road, EN3 6ND**

**The Padwicks Show**– Show full of music, comedy and history performed live by the Padwicks with refreshments.

**First Thursday of every month. 1.00 pm – 4.30 pm**

**St Peters Church Hall, Vera Avenue, N21 1DN**

**Men's Sheds** – A meeting centre for men to enjoy creative group activities, make new friendships and learn new creative skills.

**Every Tuesday and Thursday 10.30 am – 1.30 pm**

**John Jackson Library. Agricola Place, Bush Hill Park, EN1 1DW**

**Adhoc Events**– We run larger quarterly full day events as well as one of specials.

**Time and Place Varies per event**



## **Volunteering Opportunity Day Care Centre – The Parker Centre**

### **Introduction**

The Parker Centre is a day-care centre for older people, especially those affected with dementia. We hold daily sessions that include arts, crafts, quizzes, exercise and movement, reminiscence. It also has a fully serviced kitchen so we can provide “home-cooked” meals on site.

The volunteer will report to the Day Centre Manager and Head of Care Services.

### **Location**

The Parker Centre, 6 Houndsfield Road, Edmonton, N9 7RA

### **Current Roles Available:**

#### ***Day Care Centre Assistant***

### **The Role**

You will play a vital role in creating a warm and supportive environment for our clients. Your assistance at mealtimes and engaging in social activities will greatly contribute to the well-being and enjoyment of our clients' day.

### **The Role Description**

- Engage in friendly and supportive interactions with our clients, fostering a welcoming and inclusive atmosphere.
- Participate in social activities alongside clients, providing companionship and encouragement to join in various activities offered at the centre.
- Assist in setting up tables before lunchtime, serving meals as well as hot and cold drinks to our clients.
- Help clear tables after meals, ensuring a clean and tidy environment for subsequent activities.
- Work closely with center staff to ensure the smooth running of daily operations and activities.
- Communicate effectively with staff members to address any client needs or concerns promptly and appropriately.

### **General Key Skills**

- A friendly and compassionate demeanour, with a genuine interest in supporting older adults.
- Reliability and punctuality in fulfilling assigned volunteer shifts.
- Ability to work effectively both independently and as part of a team.
- Willingness to follow guidance from staff members and adhere to established procedures.
- Respect for confidentiality and sensitivity to the needs of older adults.

### **Time Commitment: 2-4 hours Between 10.30 am- 4 pm**

## Day Care Centre – The Parker Centre

### *Kitchen Assistant*

#### **The Role**

Volunteers play a crucial role in supporting the chef and ensuring the smooth operation of kitchen activities. Your assistance with tasks such as food preparation and dishwashing will contribute to providing nutritious meals and a welcoming environment for our clients.

This would particularly suit some who has a catering background or are interested learning skills with a view to developing a career in catering.

#### **The Role Description**

- Help in the kitchen with tasks such as peeling, chopping, and preparing vegetables for meals.
- Assist in preparing tea and coffee trays, ensuring they are ready to serve to clients throughout the day.
- Wash dishes, utensils, and kitchen equipment promptly to maintain hygiene standards.
- Keep kitchen surfaces and equipment clean and sanitized, following food safety guidelines.
- Work closely with the chef to support kitchen operations, including putting away groceries and organizing supplies.
- Collaborate with the chef to ensure efficient workflow and timely preparation of meals.
- Engage respectfully with older adults attending the day care centre, providing assistance and friendly interaction when appropriate.

#### **General Key Skills**

- Willingness to learn and assist with various kitchen tasks under the guidance of the chef.
- Basic understanding of food safety and hygiene practices.
- Strong organizational skills with attention to detail.
- Excellent communication and teamwork skills.
- Reliability and punctuality in fulfilling volunteer commitments.
- Prior experience in catering or an interest in learning culinary skills.

**Time Commitment: 2-4 hours Between 10 am - 2 pm**



## Volunteering Opportunity

### Health and Wellbeing Champion – Enfield Wellbeing Network

#### The Role

Enfield Wellbeing Network is a collaboration project with Age UK Enfield, Mind and Enfield Carers Centre. The Health & Wellbeing Practitioners (H&WPs) work with individuals to define and set goals to improve their wellbeing.

Health and Wellbeing Champions work with H&WPs to support the running of the service and support individuals towards their goals. It is a brief intervention that encourages a person to build confidence and new habits.

The Volunteer Champion will report to the H&WP.

#### The Role Description

This role includes working alongside members of the community that have contacted Enfield Wellbeing Network.

A H&WP will complete an assessment for a client and create an action plan that includes various activities and goals. The role of the Volunteer Champion is to:

- Call clients to check in on the progress of their action plan
- Arrange regular phone calls as appropriate; these are time limited to a maximum of 12 weeks with each client
- Research resources to support the clients' goals and send findings via email or post
- Feedback progress or concerns to the H&WP
- Record interactions and case notes on shared document and via email
- Review progress and work with the H&WP to ensure they have an exit plan
- Book assessment appointments and make follow up calls
- Attend events
- Provide administrative support

#### Key Skills

- Flexible and well organised
- Motivation and positivity
- Recording and reporting skills
- Good knowledge of Microsoft Suite
- Good interpersonal and communication skills
- Strong admin skills

#### Location

Primarily at the John Jackson Library office with possibility of working remotely.

**Time Commitment:** 2 to 4 hours per week or monthly  
**Between 9am to 5 pm, Wednesday - Friday**





## Volunteering Opportunity

### Flyer Distributor

#### The Role

As a Flyer Distributor you will play a crucial role in helping to raise awareness about our services and events within the Enfield community. You will be responsible for disseminating promotional materials such as flyers, brochures, and event announcements to various locations within the Enfield area.

#### The Role Description

- Distribute promotional materials provided by Age UK Enfield to designated locations across the Enfield area. This may include community centres, libraries, local businesses, healthcare facilities, and other relevant locations.
- Engage with members of the public in a friendly and courteous manner while distributing flyers. Answer any questions they may have about Age UK Enfield's services and provide basic information about upcoming events or initiatives.
- Keep accurate records of the locations visited and the quantity of promotional materials distributed. Report back to the supervisor on to provide updates on distribution progress.
- Act as an ambassador for Age UK Enfield by promoting the organisation's mission, values, and services to the community. Help to increase brand recognition and visibility within the local area.

#### General Key Skills

- Ability to work independently without constant supervision.
- Comfortable with walking and standing for long periods in various weather conditions.
- Maintaining professionalism and addressing public inquiries effectively.
- Reliable attendance and punctuality, with a strong sense of responsibility.

**Time Commitment: 2-4 hours Between 10 am - 2 pm**

## Volunteering Opportunity

### Information & Advice Volunteer

#### The Role

Age UK Enfield Information and Advice (I&A) service provides information and advice to older people on matters such as welfare benefits, health and social care, housing, and local services.

In this volunteer role you will assist older people to complete a range of different forms and online applications including welfare benefits, blue badges, taxi card and more.

#### The Role Description

- To interview clients in person or by telephone
- Explore the nature of the problem raised by the person and, where appropriate, their wider circumstances.
- Identify and research information relevant to the clients' situation.
- Present and discuss information with the client in an accessible form, enabling them to identify a suitable solution.
- Where appropriate and at the client's request, to act on their behalf and represent their interests with third parties by letter or telephone.
- Inform client regarding services that may be available to them and how to access them, including Age UK services; and where appropriate to refer clients to other agencies and sources of help.
- Give help with letter writing and completing forms.
- Completing records of client interventions on Charity Log and liaising with key staff and volunteers at Age UK Enfield.
- Complete benefit checks using Age UK's software package.
- Liaise closely with the Information, Advice & Advocacy Manager, and other advisers, seeking advice, guidance and support where required.
- Participate in training sessions and meetings, as necessary.
- Carry out tasks according to Age UK policies and standards, in particular on confidentiality, equality and diversity policies and health and safety.
- Work as part of a team seeking guidance from Age UK Enfield staff as appropriate

This role would suit somebody with previous experience of the Welfare Benefit / Community Care System. People who have previously worked in the public sector, for example the local council, the Department for Work and Pensions, the Health Service, the emergency services or in a regulated care setting would be particularly suited to the role. Any potential volunteer will need to be able to demonstrate these key skills:

- Strong literacy and Strong literacy and numeracy skills
- Good IT skill
- The ability to understand written information and explain things clearly.

- A commitment to ensuring that customers are provided with accurate, relevant, and timely information and support
- The ability to write clear notes and records
- A methodical and orderly approach
- An open-minded approach to individuals, avoiding judgement and stereotyping while demonstrating patience and empathy
- A willingness to attend training and support sessions
- Ability and interest in working with older people.

**Time Commitment:** preferably two sessions per week (9.30am until approx. 3.00pm) or a minimum of one day or two half-days a week.

**Between 9.30am to 3.00 pm, Monday- Friday**



## Volunteering Opportunity

### Telephone Survey Assistant

#### The Role

Age UK Enfield is committed to understanding the needs and experiences of older adults in the community. We are seeking enthusiastic volunteers to assist with conducting telephone surveys. This role is essential in helping us gather valuable feedback that will shape our programs and services for older adults.

#### The Role Description

- Contact designated individuals by telephone to conduct structured surveys based on provided scripts and guidelines.
- Conduct yourself clearly and professionally with a friendly manner.
- Ask survey questions as written, ensuring responses are recorded accurately and completely.
- Provide clarifications or repeat questions if respondents do not understand.
- Thank respondents for their time and inform them of how their feedback will be used.
- Maintain confidentiality and ensure that all information is handled in line with data protection policies.
- Report any issues or difficulties encountered during calls to the supervising staff member.
- Maintain knowledge of Age UK Enfield activities and services as well as understanding of our values.
- Attend any required training sessions or briefings to stay up to date with any changes.
- Assist in compiling survey data for analysis and review by Age UK Enfield staff.

### **Key Skills**

- Excellent telephone manner and clear communication skills.
- Patience and empathy, with a sensitivity to the needs of older adults.
- Attention to detail, ensuring accuracy in recording responses.
- Ability to follow a structured script while being adaptable if the conversation requires.
- Reliability and punctuality, with the ability to commit to scheduled calling times.
- Basic computer skills for recording survey data electronically.
- Respect for confidentiality and adherence to data protection policies.

The volunteer will report to the Survey Coordinator and the Health & Wellbeing Manager.

**Time Commitment: 2-4 hours Between 9:00 am to 5:00 pm Monday- Friday**



**We are incredibly grateful for your interest in joining our volunteer team. For more information on how to apply please see Pages 2-3 of this booklet.**