



Thank you for your interest in volunteering for Age UK Wiltshire.

We are delighted that you are considering joining us. Thanks to our volunteers we are able to help many more older people in Wiltshire.

We have included a brief outline of our main volunteering opportunities for you to consider. If you would like more information on a particular volunteering role before completing your application form, or if you have any specific skills you would like to discuss, please contact me, Colin Sutton, on 01380 727767.

When accepted by Age UK Wiltshire all volunteers are required to attend two compulsory training sessions and will also be given opportunities to participate in other training sessions appropriate to their particular volunteer role.

Please bear in mind that as we support vulnerable older people most roles will require you to be checked by the Criminal Records Bureau. If you have any queries please get in touch. We want to make your time as a volunteer interesting and worthwhile and we look forward to receiving your application.

Kind regards

Colin Sutton
Volunteer Project Worker

Volunteering options with Age UK Wiltshire

Information and Advice (I & A) Office Based Volunteers – needed at Devizes central office. Volunteers are trained to take enquiries and provide information and advice to older people and their families who call into the office or contact us via our telephone advice line.

The variety of information we provide varies enormously, ranging from benefits advice to information on residential care, finding help at home, housing, property and travel. With the help of our volunteers we are able to handle approximately 2,000 enquiries per year and secure considerable additional benefit income for older people in Wiltshire.

This role requires a significant level of commitment and we ask that you are able to cover one regular 6 hr session a week. Initial training takes 13 weeks comprising of personal study, local (external) benefits training and shadowing. All I & A volunteers are also expected to attend bi-monthly update meetings. As we support vulnerable people, we do require volunteers to undergo a check with the Criminal Records Bureau (at no cost to applicants).

This type of role would appeal to someone who enjoys talking to different people, is confident using the telephone, has good listening skills and is able to interpret and convey complex information to service users. The role also requires computer/internet skills.

Information and Advice Community Based Volunteers

Volunteers visit older people in their own homes to complete benefit checks and help them fill in benefit application forms. Initial training takes up to eight weeks to achieve but once completed, the level of commitment required becomes much more flexible. Depending on the level of local demand volunteers tend to do an average of 2 – 3 visits a month which last between 1½ - 2 hours each. The role requires the use of a car. Travelling expenses are reimbursed.

Befriending Volunteers

Befriending volunteers provide an invaluable service to socially isolated older people who live alone and have little contact with their community. The person may be recently bereaved or unable to get out unless aided by someone else. The aim is to provide one-to-one companionship. Regular visits give the person a chance to talk, be heard and be valued for who they are. We take great care when matching a service user with a befriending volunteer and great friendships often flourish. All we ask is that volunteers provide companionship. As friendship and trust develops however, volunteers are sometimes willing to take the person out for a drive or help them to do their local shopping. On no account do we ask volunteers to provide any personal care.

Volunteers should be mindful of the following :

- Befriending can be a very rewarding experience but, as our service users rely on regular visits for social contact, we ask that volunteers are able to give a regular commitment of a minimum of 1 hour a week.
- As we support vulnerable people, we will require befriending volunteers to undergo a check with the Criminal Records Bureau (at no cost to applicants).
- To help volunteers better understand their role better we ask that, where possible, they attend a morning's preparation session which covers important considerations relating to visiting older people.
- The service user may live a little distance from the volunteers, so matches are likely to be made more quickly where volunteers have the use of a car. Travelling expenses are reimbursed.

Telephone Befriending Volunteers – needed at Devizes central office.

The telephone befriending service is offered to older people who live alone and have very little social contact. This service gives clients much needed companionship, a greater sense of belonging and the security of a regular welfare check. Many of the service users are on the waiting list for a visiting befriender, so the telephone befriending service provides them with support and friendship in the meantime.

Telephone befriending volunteers come into our office in Market Place, Devizes on Friday mornings for 1 to 3 hours. Volunteers chat with 3 to 4 service users per hour and log any relevant details. Telephone befrienders are not expected to give any advice, but instead can pass queries on to our Information and Advice department. Volunteers are matched with service users to provide continuity and enable the formation of positive relationships.

Telephone befriending is a very sociable role which offers the opportunity to form rewarding relationships with a variety of people. We are looking for warm, friendly and supportive people who can bring a bit of sunshine into an older person's life. The role would suit somebody who is sensitive to older people's needs and who can initiate a conversation whilst also being a good listener. The ability to record information accurately and objectively is also important. Volunteers will need to undergo an enhanced Criminal Records Bureau check (at no cost to applicants).

Trading Volunteers – needed at Devizes central office

Volunteers help us to raise funds, in the form of commission by supporting our trading activities. Age UK Wiltshire sells products such as insurance, gas and electricity, and funeral plans for people aged 50 and over. Customers call into the office or contact us via telephone. This type of role suits people who enjoy working with the general public and have customer service skills.

- Our trading activity is regulated by the Financial Services Authority (FSA). In order to meet regulations, the role requires a very significant level of commitment to the initial training and ongoing monitoring. We ask that volunteers are available to cover at least one 3-hour session a week. For more information regarding training please contact Penny Church on 01380 735508. Volunteers will be required to undergo a check with the Criminal Records Bureau (at no cost to applicants).

Office Reception Volunteers – needed at Devizes central office.

Volunteers help us with reception duties which involve answering the telephone, transferring calls to the service teams, and receiving people who visit Age UK Wiltshire. The office has periods of being very busy to relatively quiet, but you always interact with lots of different people! This type of role attracts someone who enjoys meeting people, is confident using the telephone, has good listening skills and is able to convey information accurately via email. We might ask reception volunteers to help with basic tasks such as mail shots or leaflet stamping.

Admin Support Volunteers for our Befriending Service – needed in Trowbridge and Marlborough

We also appreciate the support from volunteers who enjoying helping us with admin and other office duties at our local befriending offices. We ask for a regular commitment of two hours per week or fortnight. If you have computer skills, like filing and updating case records, we would love to hear from you!

Talk Team Volunteers

Volunteers deliver a range of talks to groups of older people. At the moment the focus is on the community safety message. We know that Wiltshire is a safe place to live, but when a particular group of criminals prey on older and vulnerable people by bogus calling, we need to draw attention to how these crimes can be prevented. Volunteers are given training and provided with a script. No regular commitment is required as the demand for a talk in a particular area can be variable so flexibility is appreciated.

We have sufficient numbers of volunteers for this role at the moment but we are hoping to extend the variety of talk team issues in the near future. If you think you might be interested please contact Penny Church for more information.

Nail Cutting Volunteers for the Toe Nail Cutting Service

We have a nail cutting service for older people who, for various reasons, are unable to cut their own toenails. In order to deliver this service in 12 different locations we need people who are willing to undertake training in order to be able to cut toe nails safely. We are looking for people who are able to undertake the training required (provided by the Podiatry Service and our own service coordinator) and once trained run a half day clinic every 2, 3 or 4 weeks. They will also be required to accurately record notes for each service user at each visit.

Reception/Welcome Volunteers for the Nail Cutting Service

Our volunteer receptionists are an important resource for helping the clinics to run smoothly. They see our service users in/out of the building, talk to them while they are waiting for their appointment and help with associated admin tasks such as making future appointments. Regular commitment to a clinic of 5 hours on a fortnightly basis is required. As we support vulnerable people we will require volunteers to undergo a check with the Criminal Records Bureau (at no cost to applicants).

Information Technology Mentors

We run technology clubs in Devizes to help people develop greater confidence when using new equipment. We are looking for volunteers who are able to attend the clubs and provide support on a one to one basis in the use of the internet, digital cameras, mobile phones, digital TV and other technology. These clubs are also supported by volunteer mentors from local schools, so provide the opportunity for inter-generational activities.

Fundraising Volunteers

Volunteers are needed to help with fundraising activities in their local communities, such as selling raffle tickets, supporting occasional public events and collections. Commitment is flexible as activities are on an ad hoc basis but availability for some weekend support may be required.

Age UK Wiltshire Champions

We know that there are many older people in Wiltshire who would benefit from some support, but they or their families may not know about the help we can provide. We therefore need special volunteers to champion the work of the charity in their local community by putting up posters, distributing leaflets and/or perhaps supporting a community fundraising initiative. The people who know their own communities best are those that live there. That's why we would like to hear from you if you are active in your community and have a few hours each month to spare to help older people.