

**Support Team Member - Role Profile**

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| **Role Title** | Group Support Assistant |
| **Role summary** | Our Group Support Assistants are able to offer friendship and support and form positive relationships with adults who attend our group sessions. There will be initial support from a member of staff for a number of weeks prior to any volunteers facilitating a group without staff present. |
| **Suggested Commitment** | Hours are negotiable, However, we would prefer a commitment of a minimum of 6 months. |
| **Supported by** | Community Buddies Champion |
| **Main Tasks**   * Supporting at one of our groups or day centres * Making refreshments for people attending * Helping to run activities – finding out people’s interests * Referring onto other groups activities as appropriate / requested * Talking and listening to people attending * Establishing and maintaining appropriate boundaries * Informing Age UK Bradford District staff of any concerns about the people attending our groups * Updating C/L with details of people attending the group (or sending these details to a nominated staff member to update C/L | |
| **Benefits of working with Age UK Bradford District**   * The opportunity to build skills and experience * Excellent training opportunities * Excellent support as part of a friendly team | |
| **Induction, Learning & Development**  Support Team Members will take part in a welcome session with the Community Buddies Champion.  They will then be supported to complete a number of e-learning courses and training on the job.  They will then be able to access a range of other learning opportunities once they have been volunteering for a number of months. | |
| **Skills and competencies**   * Reliable * Ability to maintain and respect confidentiality * Ability to share skills, interests or activities * Understanding, patient and empathetic * Non-judgmental * Effective communication skills * Outgoing, personable and a good conversationalist * Willingness to follow Age UK Bradford District values, policies and procedures, including Health & Safety, Data Protection & Confidentiality, Equal Opportunities. * Polite and courteous at all times * Desire to support older people in the community * A basic understanding of older people and an appreciation of issues facing older people | |
| **Organisational Values**   * **Person Centred** * **Inclusive** * **Empowering** * **Connected** * **Authentic** | |
| **Expenses**  AGE UK Bradford District will pay for any out of pocket travel expenses associated with your volunteering (40 pence per mile and reasonable public transport costs i.e buses / trains) with tickets/receipts.  Volunteers who volunteer for over 5 hours on a day will be entitled to a lunch payment of £2. | |
| **Next Steps**  Email volunteering@ageukbd.org.uk or phone 01274 391190 for further details. | |