

**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
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| **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
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| **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
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| **Organisational Values*** **Person Centred**
* **Inclusive**
* **Empowering**
* **Connected**
* **Authentic**
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| **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. |