

**Volunteer Role Profile**

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| **Role Title** | First Contact Volunteer |
| **Role summary** | The First Contact Volunteer will provide initial contact for people dropping in to our Community Hubs. This includes welcoming people, assisting with initial enquiries or referring to the appropriate team and providing support to the wider hub activities. |
| **Suggested Commitment** | Volunteer hours are negotiable. However, we would prefer volunteers to complete at least one half day shift per week.  First Contact Volunteers will be required to complete an online standard DBS check (Paid for and arranged by Age UK Bradford District)  Minimum suggested commitment of 6 months |
| **Supported by** | Hub Development Co-ordinator |
| **Main Tasks**   * Welcoming people coming into the hub * Providing information on local community groups and events * Handing out information booklets and leaflets * Maintaining supplies of information and ensuring information points and community noticeboards are tidy and professional * Referring people needing advice to our team of advisors * Promoting gift aid to people dropping off donations in the hub * Processing retail sales through the till * Providing a listening and supportive ear * The First Contact Volunteer is not expected to give advice to people. Any queries requiring advice should be referred to the Advice & Casework team. | |
| **Benefits of volunteering 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**  Volunteers will take part in a welcome session with a group of volunteers from across the charity.  They will then be supported to complete a number of e-learning courses and training on the job.  Volunteers will be able to access a range of other learning opportunities once they have been volunteering for a number of months. | |
| **Skills and competencies**   * Understanding, patient and empathetic * Non-judgmental * Effective communication skills * Outgoing, personable and a good conversationalist * Ability to listen and ask appropriate questions * 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**   * Responsive * Supportive * Caring * Respectful * People centred * Passionate | |
| **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. | |