

Together, we can help everyone, love later life.



Connect Club Escort

Ensure clients are safely seen on and off our transport and returned safely home

As a brand partner of the wider Age UK network, we are proud to deliver a range of needs led services in the community to support older people to improve and sustain their quality of life.

What we do:

- At Home Support
- Financial Inclusion Services
- Health & Wellbeing Services
- Information & Advice
- Social Inclusion Activities & Events
- Volunteering Opportunities



Contact us

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Age UK Worcester, Malvern Hills & Hereford Localities

Age UK Worcester, Malvern Hills & Hereford Localities is a registered charity (1114859) and company limited by guarantee, registered in England and Wales (05688674).

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Head office: Bank House, 7 Shaw Street, Worcester, WR1 3QQ.

Our connect clubs are popular and we rely on volunteers to collect clients and take them to the clubs.

Role Description

As an escort volunteer you will escort clients to Connect Clubs in the Malvern Hills area.

You will ensure that clients are helped from their home safely onto the bus, which will include using an electronic lift (full training will be given), and ensuring they are safely returned home.

The escort volunteer will call ahead to the next client to be collected to ensure they are ready to be picked up.

The volunteer will need to have some level of fitness to assist clients to and from the bus, to push wheelchair users onto the bus when required and move wheelchairs and walkers within the bus.

Volunteers will also need to take part in First Aid and Manual Handling Training and will have a full introduction to the vehicle.

The role would take place 08.45am - 13.45pm (5 hours) every 1st and 3rd Tuesday of the month.

Volunteers can stay at club during this time and have refreshments and chat / take part in activities if they wish.

Personal Qualities

- Compassionate and friendly.
- Physically able to assist clients and move equipment.
- Caring attitude.
- A sense of humour.
- Patience and a willingness to help others.
- Good communication skills.

Benefits of Volunteering

- Receive free training (first aid and manual handling / use of vehicle).
- Free tea and coffee (and possibly cake!).
- Develop your confidence and experience.
- Practice and enhance communication skills.
- Be part of a friendly, supportive team.
- Free DBS.
- Free volunteer events.
- Ongoing training where relevant.
- Reimbursement of reasonable travel expenses (if required).
- You will be helping to provide an essential service to clients, reducing social isolation and allowing them to be part of a community.

Other Information

For staff and volunteers working with vulnerable clients in Regulated Activities, Age UK Worcester, Malvern Hills & Hereford Localities has a duty to carry out checks with the DBS.

Volunteers will be required to undertake any training necessary for the role. Volunteers will also be required to participate in Age UK Worcester, Malvern Hills & Hereford Localities core training.

All staff and volunteers must work within the policies and guidelines adopted by the Organisation.

Age UK Worcester, Malvern Hills & Hereford Localities is committed to equal opportunities, principles and practices.

