

# Volunteering Opportunities Matrix

December 2022



You can make a difference to the lives of older people in Nottingham and Nottinghamshire.

People of all ages and all walks of life volunteer for Age UK Nottingham & Nottinghamshire and we couldn't do our work without them. Below are all the volunteering opportunities that the charity currently offers.

Role Title	<p style="text-align: center;"><b>Volunteer Shop Assistants (West Bridgford)</b></p>
Location	<p style="text-align: center;"><b>Age UK Notts, 28a Gordon Road, West Bridgford, Nottingham, NG2 5LN</b></p>
Time Commitment	<p>A minimum of a morning or an afternoon – we are specifically looking for volunteers Tuesday, Thursday, Friday and Saturday 10am -4pm at our West Bridgford Shop</p>
Tasks	<ul style="list-style-type: none"> <li>• Ensuring customers experience excellent customer service</li> <li>• Maintaining the look of the shop displays so that customers have a positive shopping experience</li> <li>• Restocking shelves and rails as and when needed</li> <li>• Maintaining a tidy, clean and safe shopping / working environment</li> <li>• Taking and processing payments from customers (including card payments following appropriate training)</li> <li>• Sorting through donations</li> <li>• Opportunity to use the internet to share real-time information on Social Media</li> </ul>
Skills / interests needed	<ul style="list-style-type: none"> <li>• An enjoyment of chatting with customers and offering good customer service</li> <li>• An ability to get on well with others and to volunteer as part of a team</li> <li>• A calm, sensitive, personable and positive approach</li> <li>• A willingness to learn how to use the shop tills and to process card payments</li> <li>• Experience of the internet to share information on social media would be advantageous but not essential</li> </ul>
Process	<p style="text-align: center;">Application Form Interview References will be taken Basic DBS check</p>
Training	<p style="text-align: center;">Induction plus <b>online</b> training specific to the role</p>

<p>Role Title</p>	<p>Volunteer Shop Assistants (Sutton in Ashfield)</p>
<p>Location</p>	<p>Age UK Notts, Sutton in Ashfield, 29 Forest Street, Sutton in Ashfield, Nottinghamshire, NG17 1DA</p>
<p>Time Commitment</p>	<p>A minimum of a morning or an afternoon – we are specifically looking for volunteers Wednesday to Saturday 10am – 4pm at our Sutton in Ashfield Shop.</p>
<p>Tasks</p>	<ul style="list-style-type: none"> <li>• Ensuring customers experience excellent customer service</li> <li>• Maintaining the look of the shop displays so that customers have a positive shopping experience</li> <li>• Restocking shelves and rails as and when needed</li> <li>• Maintaining a tidy, clean and safe shopping / working environment</li> <li>• Following appropriate till training, taking and processing payments from customers (including card payments)</li> <li>• Sorting through donations</li> <li>• Signposting clients to our Connect Service</li> <li>• Promoting Advantage Mobility products and services</li> <li>• Opportunity to use the internet to share real-time information on Social Media</li> </ul>
<p>Skills / interests needed</p>	<ul style="list-style-type: none"> <li>• An enjoyment of chatting with customers and offering good customer service</li> <li>• An ability to get on well with others and to volunteer as part of a team</li> <li>• A calm, sensitive, personable and positive approach</li> <li>• A willingness to learn how to use the shop tills and to process card payments</li> <li>• Experience of the internet to share information on social media is advantageous but not essential</li> </ul>
<p>Process</p>	<p>Application Form Interview References will be taken Basic DBS check</p>
<p>Training</p>	<p>Induction plus <b>online</b> training specific to the role</p>

Role Title	Volunteer Drivers Mate (s) (Sutton in Ashfield)
Location	Age UK Notts, Sutton in Ashfield, 29 Forest Street, Sutton in Ashfield, Nottinghamshire, NG17 1DA
Time Commitment	A minimum of a morning or an afternoon – we are specifically looking for volunteers Thursday to Saturday 10am – 4pm at our Sutton in Ashfield Shop.
Tasks	<ul style="list-style-type: none"> <li>• Assisting with the display of the Sutton in Ashfield shop</li> <li>• Helping with the loading and offloading of the furniture van</li> <li>• Assisting with deliveries/collections, to and from people’s homes</li> <li>• Assisting with the transfer of stock between the Sutton in Ashfield and West Bridgford Shops</li> <li>• Helping to plan the route, and map reading</li> <li>• Helping to keep the storage facility in a tidy fashion</li> <li>• Assisting with the repair of furniture</li> <li>• Accepting donations from supporters that visit the shop and encouraging those who are tax payers to sign up to Gift Aid in order to generate a further 25p in every £1 for the Charity.</li> </ul>
Skills / interests needed	<ul style="list-style-type: none"> <li>• Physical fitness and the ability to lift heavy furniture</li> <li>• Flexibility and reliability</li> <li>• A presentable appearance</li> <li>• Ability to offer a good level of customer service</li> </ul>
Process	<p style="text-align: center;">Application Form Interview References will be taken Basic DBS check</p>
Training	Induction plus <b>online</b> training specific to the role

Role Title	Wellbeing at Home Volunteer
Location	Whilst we are looking for volunteers across all of Nottingham City, we are specifically seeking volunteers in the following post codes NG11, NG3 and NG2 (Sneinton area)
Time Commitment	We are looking for a minimum of 2 hours per week, every week
Tasks	<p>The Wellbeing at Home Volunteer role is to support vulnerable people living in Nottingham City through the provision of practical and social support, and the following are examples of the type of support we are looking for:</p> <ul style="list-style-type: none"> <li>• Shopping</li> <li>• Collecting prescriptions</li> <li>• Wellbeing checks on the phone and in person according to the person's needs</li> <li>• Providing emotional support</li> <li>• Engage in confidence building activities e.g., going for a 'walk and talk', supporting people to go to the shops etc.</li> <li>• Accompanying people to appointments</li> <li>• Information and signposting</li> <li>• Dog walking</li> <li>• Light cleaning</li> </ul>
Skills / interests needed	Individuals with a genuine interest in the wellbeing of vulnerable people who are committed to volunteering within the charity's policies and procedures and who will adhere to the volunteering code of conduct.
Process	<p>Application Form                      Interview                      References will be taken                      Enhanced (Adults with barred list) DBS check</p>
Training	Induction plus <b>online</b> training specific to the role

Role Title	Hospital Discharge Volunteer
Location	<b>We are looking for volunteers to support across all Nottingham City post code areas</b>
Time Commitment	<p>This is a short term role from December 22 until end March 23 to support the winter pressures faced at the QMC and City Hospitals in Nottingham, supporting the discharge of medically fit Nottingham City residents to return home.</p> <p>A client is supported for between 2-4 weeks (max) in this service (after which time they may transfer to the Wellbeing at Home Service)</p> <p>We are looking for, on average, either 2 visits per week or one visit and one phone call per week depending on the needs of the citizen.</p>
Tasks	<p>The Hospital Discharge Volunteer role is to support an older person currently in hospital and waiting to be discharged, to enable that discharge to take place and to help them settle back home to prevent readmission or deterioration in their wellbeing. The following are examples of the type of support which may be involved:</p> <ul style="list-style-type: none"> <li>• Shopping/ensuring the citizen has enough food in the house</li> <li>• Ensuring the heating is on and the home is warm</li> <li>• Collecting prescriptions</li> <li>• Wellbeing checks on the phone and in person according to the person's needs</li> <li>• Information and signposting</li> <li>• Light cleaning</li> </ul>
Skills / interests needed	Individuals with a genuine interest in the wellbeing of vulnerable people who are committed to volunteering within the charity's policies and procedures and who will adhere to the volunteering code of conduct.
Process	Application Form, Interview, References will be taken, Enhanced (Adults with barred list) DBS check
Training	Induction plus <b>online</b> training specific to the role

<p>Role Title</p>	<p>Dementia Support Volunteers</p>
<p>Location</p>	<p>The Sybil Levin Day Service is located approximately 3 miles outside of Nottingham City Centre (NG8 6AD) and is easily accessible by car, bus and tram.</p>
<p>Time Commitment</p>	<p>A minimum of either one morning or one afternoon on a weekly basis (Mon-Fri). Specifics to be discussed at interview. <i>Please note that this role requires volunteers who can support for a minimum of 20 weeks.</i></p>
<p>Tasks</p>	<p>The Sybil Levin Day Service is a specialist SPECAL-Led (<a href="http://contenteddementiastrust.org/what-is-the-specal-method/">http://contenteddementiastrust.org/what-is-the-specal-method/</a>) day service supporting people with dementia and their carers using the SPECAL method. The tasks you may be involved with include the following:</p> <ul style="list-style-type: none"> <li>• Assisting centre attendees to engage in activities</li> <li>• Serving meals and drinks.</li> <li>• Helping to set up and clear away activities</li> <li>• Engaging in conversation with centre attendees.</li> </ul>
<p>Skills / interests needed</p>	<ul style="list-style-type: none"> <li>• People with a genuine interest in the wellbeing of people with dementia.</li> <li>• Whilst not essential, we are looking for volunteers who can:             <ul style="list-style-type: none"> <li>○ Play the piano</li> <li>○ Play snooker</li> <li>○ Play dominoes</li> </ul> </li> <li>• A friendly, sensitive and kind approach.</li> <li>• Being comfortable in small groups or on a one to one basis.</li> <li>• People with a commitment to using the SPECAL method at all times whilst at the centre.</li> </ul>
<p>Process</p>	<p>Application Form, Invitation to an immersive session at the Sybil Levin Day Service, Interview, References will be taken, Basic DBS Check</p>
<p>Training</p>	<p>Induction plus online training specific to the role  <b>You will also need to attend mandatory SPECAL training prior to commencing your role</b></p>

<p>Role Title</p>	<p>Volunteer Befrienders (Visiting)</p>
<p>Location</p>	<p>We are specifically recruiting for volunteers in selected postcodes NG17, NG18, NG19, and NG21 which includes Sutton in Ashfield, Rainworth, and Mansfield with good weekday &amp; weekend DAYTIME availability</p>
<p>Time Commitment</p>	<p>Minimum of one hour per week, every week We are recruiting for volunteers with good weekday DAYTIME availability</p>
<p>Tasks</p>	<ul style="list-style-type: none"> <li>• Visiting older person/s in their own home/s on a regular basis</li> <li>• Providing friendship and companionship</li> <li>• Chatting and socialising</li> <li>• <b>If possible and where mobility of older person allows it you can :-</b></li> <li>• Go on a walk with an older person in the local community</li> <li>• Take the older person out for a cuppa and a chat</li> <li>• Shop with them (not for them)</li> <li>• Encourage them to take up new activities if they would like to and if you have the time to, accompany them on their <b>first</b> visit</li> </ul>
<p>Skills / interests needed</p>	<ul style="list-style-type: none"> <li>• Individuals with a genuine interest in the wellbeing of older people</li> <li>• Flexibility</li> <li>• Ability to travel to individual addresses in the local community either by car or by public transport</li> </ul>
<p>Process</p>	<p>Application Form Interview References will be taken Basic DBS check</p>
<p>Training</p>	<p>Induction plus online training specific to the role</p>



<p>Role Title</p>	<p>Volunteer Walk Leaders</p>
<p>Location</p>	<p><b>We are specifically looking for volunteers who can support a walk on a Friday morning at either The Embankment or Bulwell Boggs.</b></p>
<p>Time Commitment</p>	<p>Minimum of one walk per week, every week on a Friday morning. We are looking for volunteers who have availability during non term times and school holidays</p>
<p>Tasks</p>	<ul style="list-style-type: none"> <li>• Giving a brief talk before the walk to make sure everyone is prepared, and welcoming new walkers</li> <li>• Leading and managing walks, usually jointly with other walk leaders (including ‘back marking or middle marking’ as well as leading from the front.</li> <li>• Making sure walks are welcoming, friendly, enjoyable and safe</li> <li>• Trouble shooting and dealing with problems on walks, with the support of your scheme coordinator</li> <li>• Providing information about other Age UK Notts services and other walks offered by the scheme, and basic information about how to keep active</li> <li>• Making sure paperwork such as registration forms and registers are completed</li> </ul>
<p>Skills / interests needed</p>	<ul style="list-style-type: none"> <li>• Friendly, welcoming and empowering with good communication skills</li> <li>• Knowledgeable about the basics of the benefits of walking and physical activity</li> <li>• Reliable, punctual and well-organised</li> <li>• Ability to volunteer independently</li> <li>• Confident at speaking in front of small groups and able to take control and be assertive when needed</li> <li>• Able to provide basic paperwork punctually and accurately</li> </ul>
<p>Process</p>	<p>Application Form, Interview, References will be taken, Basic DBS check</p>
<p>Training</p>	<p>Induction plus online training specific to the role You will need to undertake mandatory Walk Leader Training prior to fully leading a walk</p>

Role Title	Men in Sheds Volunteers at Daybrook, Blidworth and Worksop
Location	<p>The Daybrook Shed is located at The Stores Building, Jubilee House Compound, Nottingham Road, Daybrook, Nottingham, NG5 6LU, the Worksop Shed is located at Unit 2, Kilton Terrace, Kilton Road, Worksop, Nottingham, S80 2DQ and the Blidworth Shed is located at Unit 4, Boundary Court, Gilbert Way, Burma Road Industrial Estate, Blidworth, Nottinghamshire, NG21 0RT</p>
Time Commitment	A full day, or half day on a regular basis dependent upon the opening times.
Tasks	<ul style="list-style-type: none"> <li>• Unlock the workshop and prepare the session</li> <li>• Ensure the workshop is left clean and tidy at the end of the session and lock up</li> <li>• Supervise workshop sessions, alongside another volunteer</li> <li>• Collect or oversee the payment of member subscriptions, and ensure attendance is recorded</li> <li>• Assist and encourage members if needed with projects</li> <li>• Agree with members in advance on the price of projects that members make</li> <li>• Take payment for items when finished, issue a receipt and record the sale</li> <li>• Meet and greet potential new members, visitors and ensure they comply with all safety requirements and to sign in</li> </ul>
Skills / interests needed	<ul style="list-style-type: none"> <li>• An enjoyment of chatting to older male service users who may be lonely and isolated</li> <li>• Friendly personality and approachable manner</li> <li>• Ability to use own initiative to work alone, or as part of a team</li> <li>• Understanding of the workshop environment and/ or working with power tools</li> <li>• Appreciation of the need to follow health and safety guidelines</li> </ul>
Process	Application Form, Interview, References will be taken, Basic DBS check
Training	Induction plus <b>online</b> training specific to the role, First Aid Training

<p>Role Title</p>	<p>Volunteer Digital Champion</p>
<p>Location</p>	<p><b>We aim to match volunteers with a service user in your locality but also require individuals who can travel to individual addresses in selected areas across Notts either by car or public transport. We are specifically seeking to recruit volunteers in Mansfield, Ashfield and Newark.</b></p>
<p>Time Commitment</p>	<p>As and when required but could involve daytime/evening and weekend sessions to suit you and the older person/group. Sessions and workshops will be delivered either face to face or remotely over the phone or video call, dependent upon the needs of the individual.</p>
<p>Tasks</p>	<p>The purpose of this role is to provide personalised digital/IT support to older people to gain or improve technical skills and to become digitally included. Tasks will include:</p> <ul style="list-style-type: none"> <li>• Liaising with the Project Coordinator and Digital Outreach worker to be matched with older people with similar interests, skills, competencies, and availability.</li> <li>• Using pre-existing templates and resources, creating personalised sessions plans for individual clients to support them to meet their goals.</li> <li>• Delivering and providing 1:1 support and group workshops with older people to develop their digital skills and confidence.</li> <li>• Collecting monitoring information from clients' sessions and sharing with the Project Coordinator.</li> </ul>
<p>Skills / interests needed</p>	<ul style="list-style-type: none"> <li>• Individuals with a genuine interest in the wellbeing of older people</li> <li>• IT literate with good digital skills</li> <li>• Individuals who can work with learners with different levels of knowledge and skill</li> <li>• Individuals who have the confidence to deliver and teach both group and 1:1 activities clearly</li> <li>• Excellent interpersonal skills.</li> <li>• Excellent time management and organisational skills</li> <li>• Ability to maintain confidential communication where applicable.</li> </ul>
<p>Process</p>	<p>Application Form, Interview, References will be taken, Enhanced DBS check</p>
<p>Training</p>	<p>Induction plus online training specific to the role</p>

For more information about any of these roles, please contact:

Vicky Pearce (Volunteering Co-ordinator)

Tel: 0115 8414 464

Email: [volunteering@ageuknotts.org.uk](mailto:volunteering@ageuknotts.org.uk)