

# Volunteering Opportunities Matrix

November 2023



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	Older Person's Advisory Panel Panellist
Location	Nottingham/Home Based
Time Commitment	The charity holds 4 meetings (mix of online and in-person meeting) per year which are at least 2-hours with expected reading and preparation time beforehand. Depending on agreed actions, Panellists may be asked to dedicate some time to activities within the community or for the charity outside of the meetings.
Tasks	<p>Panellists will inform and influence the support Age UK Notts offers to older people and help the charity deliver services that older people need and value. The tasks you may be involved in include:</p> <ul style="list-style-type: none"> <li>• Supporting our charity and its aims and act as an ambassador for our services and projects and the wider Age UK network</li> <li>• Ensuring our charity is aware of emerging needs and issues related to older people in the City and County that could influence future planning.</li> <li>• Representing the wider community of older people and their interests – including topics such as social, health, wealth and longer-term needs</li> <li>• Developing an understanding of customer service within the charity and how it can be improved for older people</li> <li>• Maintaining a positive commitment to, and active promotion of, Age UK Notts' Equality, Diversity and Inclusion Policy</li> </ul>
Skills / interests needed	<ul style="list-style-type: none"> <li>• Integrity</li> <li>• A commitment to the charity</li> <li>• A willingness to devote the necessary time and effort.</li> <li>• Good, independent judgement</li> <li>• A willingness to speak their mind.</li> <li>• An ability to work effectively as a member of a team</li> </ul>
Process	Application Form, Interview, References will be taken, Basic DBS check
Training	Induction plus training specific to the role

Role Title	Advocacy Support and Administration Volunteer
Location	Lings Bar Hospital & Home Base
Time Commitment	Ideally, we would like a minimum of 2 days support a week, at times that meet your availability and our service requirements.
Tasks	<p>The role is to provide advocacy (both in person in a hospital setting as well as over the telephone) to older patients in Lings Bar Hospital (and their family/carers) and following their discharge home, as well as providing crucial administrative support to the service. The following are examples of the type of support you could be asked to provide:</p> <ul style="list-style-type: none"> <li>• Undertaking simple advocacy cases or aspects of cases</li> <li>• Meeting with patients and their families at the hospital to listen to their views and to support them.</li> <li>• Undertaking follow up telephone calls once people have been discharged from hospital.</li> <li>• Supporting patients and families by signposting/referring onto other services.</li> <li>• Documenting interventions and outcomes onto the charity’s client computerised database and onto the services Excel spreadsheet</li> <li>• Alerting the Patients’ Representative or Service Manager to any safeguarding concerns that may arise.</li> </ul>
Skills / interests needed	<ul style="list-style-type: none"> <li>• Has a genuine interest in the wellbeing of older people.</li> <li>• Is honest and reliable with a friendly personality and can be a good team player.</li> <li>• Has the ability to follow instructions and understands the importance of confidentiality.</li> <li>• Has a good standard of literacy, numeracy, &amp; computer skills (can use Microsoft Word, Outlook, &amp; Excel)</li> <li>• Can identify and raise any issues or concerns and will seek advice and support where necessary.</li> <li>• Can remain independent when advocating for patients and/or their family members whilst remaining professional to members of hospital staff.</li> <li>• Can use own initiative and volunteer unsupervised</li> </ul>
Process	Application Form, Interview, References will be taken, Enhanced (Adults with barred list) DBS check
Training	Induction plus training specific to the role

Role Title	Volunteer Administrator
Location	Sherwood (In person)
Time Commitment	One afternoon four times per year on a Wednesday or Thursday afternoon (this role is likely to expand in the future, but additional duties could be undertaken remotely).
Tasks	<ul style="list-style-type: none"> <li>Initially the task involved will be to take accurate minutes and type them up from the quarterly service meetings.</li> <li>Additional tasks when agreed will involve inputting onto a database or spreadsheet</li> </ul>
Skills / interests needed	<ul style="list-style-type: none"> <li>Ability to take accurate minutes.</li> <li>Ability to type.</li> <li>A genuine interest in the wellbeing of people</li> <li>Good standard of literacy and numeracy</li> <li>An honest and reliable person with a friendly personality</li> <li>Ability to follow instructions.</li> <li>Understanding of the importance of confidentiality</li> <li>IT &amp; internet skills (further training can be provided)</li> </ul>
Process	Application Form, Interview, References will be taken, Basic DBS check
Training	Induction plus training specific to the role

Role Title	<b>Volunteer Shop Assistants (Sutton in Ashfield)</b>
Location	<b>Age UK Notts, Sutton in Ashfield, 29 Forest Street, Sutton in Ashfield, Nottinghamshire, NG17 1DA</b>
Time Commitment	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.
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>• 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>
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 is advantageous but not essential</li> </ul>
Process	Application Form Interview References will be taken Basic DBS check
Training	Induction plus training specific to the role

<p>Role Title</p>	<p><b>Volunteer Stockroom Assistant/relief van driver's mate (Sutton in Ashfield)</b></p>
<p>Location</p>	<p><b>Age UK Notts, Sutton in Ashfield, 29 Forest Street, Sutton in Ashfield, Nottinghamshire, NG17 1DA and throughout Nottinghamshire</b></p>
<p>Time Commitment</p>	<p>We are specifically looking for volunteers to cover either Wednesday and/or Saturday 9.30am – 4.30pm based from our Sutton in Ashfield Shop.</p>
<p>Tasks</p>	<ul style="list-style-type: none"> <li>• Supporting staff to manage the stock room within the Sutton shop – keeping racking clean and tidy, organising space to maintain good health and safety systems.</li> <li>• Accepting donations from supporters that visit the shop and encouraging those who are taxpayers to sign up to Gift Aid to increase the value of the donation when sold by 25%.</li> <li>• Processing items at Ransom Wood storage unit when there is no room to deposit them straight into the shop.</li> <li>• Providing holiday/illness cover to travel with the van driver to pick up donated items (furniture, white goods, bric-a-brac, clothing, or a mix of all 4)</li> <li>• Providing holiday/illness cover to complete deliveries with the driver to customers' homes</li> </ul>
<p>Skills / interests needed</p>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Physical fitness and the ability to lift and move heavy furniture</li> <li>• Ability to offer a good level of customer service and good interpersonal skills</li> <li>• A willingness to complete a variety of tasks both in the shop and at the Ransom Wood storage unit</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• The ability to drive the van if needed (Luton van or equivalent) will be advantageous.</li> <li>• Own transport to get to Ransom Wood storage unit (public transport is available but takes a long time)</li> </ul> <p><b>For insurance purposes, volunteer drivers are required to be over 21 and under 75</b></p>
<p>Process</p>	<p>Application Form, Interview, References will be taken, Basic DBS check</p>
<p>Training</p>	<p>Induction plus training specific to the role</p>



Role Title	Scams Awareness Events Support Volunteer
Location	Across Nottingham and Nottinghamshire
Time Commitment	You will need to be able to commit to attending Scams Awareness Events when required (which are often run on a Wednesday or Thursday during the day), but there may be occasional requirement to support an event taking place in the early evening
Tasks	<p>The purpose of this volunteer role is to provide support to the Project Coordinator at Scams Awareness events that take place in Community venues across Nottingham City &amp; County. Tasks will include:</p> <ul style="list-style-type: none"> <li>• Liaising with the Project Coordinator to put dates in the diary where you will jointly attend events in the community.</li> <li>• Helping with the setting up and packing away at Scams Awareness events the Project Coordinator is attending.</li> <li>• Welcoming people to the event.</li> <li>• Supporting the Project Coordinator at events, manning an information stand, handing out leaflets, making a note of any queries from attendees (which will be answered by the Project Coordinator at a later date) and taking contact details for scams referrals.</li> </ul>
Skills / interests needed	<ul style="list-style-type: none"> <li>• Individuals with a genuine interest in the wellbeing of older people</li> <li>• A cheerful, 'can-do' attitude</li> <li>• Individuals who maintain confidential communication where applicable</li> <li>• Individuals who have excellent interpersonal skills</li> <li>• A passion for the work of Age UK Nottingham and Nottinghamshire</li> <li>• Flexibility</li> <li>• Individuals who can travel to events throughout Nottingham City and County either by car or by public transport.</li> </ul>
Process	Application Form, Interview, References will be taken, Basic DBS check
Training	Induction plus training specific to the role

Role Title	Back Office Volunteer (Scams Project)
Location	The Lifestyle Centre (16-18 Bridgeway Centre, NG2 2JD)
Time Commitment	Half a day on a Wednesday (when required) at the Lifestyle Centre dependent upon the needs of our Project co-ordinator who works this day each week.
Tasks	<p>The purpose of this volunteer role is to provide administrative support to the Project Coordinator to prepare for Scams Awareness Events. Tasks will include:</p> <ul style="list-style-type: none"> <li>• Photocopying and printing leaflets, fact sheets, forms, etc, as and when required</li> <li>• Making up, and sending out, information packs</li> <li>• Sticking stickers onto leaflets/booklets</li> <li>• Shredding confidential documents</li> <li>• Any other basic admin tasks as and when required, and as agreed with the Project Coordinator</li> <li>• Volunteering in line with the Charity's</li> </ul>
Skills / interests needed	<ul style="list-style-type: none"> <li>• Individuals with a genuine interest in the wellbeing of older people</li> <li>• A friendly personality</li> <li>• A cheerful, 'can-do' attitude</li> <li>• Honest and reliable</li> <li>• Ability to follow instructions</li> <li>• Understand the importance of confidentiality</li> <li>• Flexibility</li> </ul>
Process	Application Form, Interview, References will be taken, Basic DBS check
Training	Induction plus training specific to the role



<p>Role Title</p>	<p>Volunteer Shop Assistants (West Bridgford)</p>
<p>Location</p>	<p>Age UK Notts, 28a Gordon Road, West Bridgford, Nottingham, NG2 5LN</p>
<p>Time Commitment</p>	<p>Our shop is open Tuesday – Saturday from 10am until 4pm and we are looking for volunteers who can commit to at least one morning or afternoon per week</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>• 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>
<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 would be 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 training specific to the role</p>

Role Title	Wellbeing at Home Volunteer
Location	We are looking for volunteers across all of Nottingham City
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	Application Form, Interview, References will be taken, Enhanced (Adults with barred list) DBS check
Training	Induction plus 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>• 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 always using the SPECAL method whilst at the centre.</li> <li>• Whilst not essential, we are also looking for volunteers who can: Play the piano, Play snooker, Play dominoes</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 You will also need to attend mandatory online 1-hour SPECAL training prior to commencing your role</p>

<p>Role Title</p>	<p>Volunteer Walk Leaders</p>
<p>Location</p>	<p>We are looking for volunteers who have availability to support our walks across Nottingham and Nottinghamshire which are held every day except for a Thursday</p>
<p>Time Commitment</p>	<p>Minimum of one walk per week, every week (time and days tbc)</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 &amp; 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 training specific to the role You will need to undertake mandatory half day Walk Leader Training prior to fully leading a walk</p>

<p>Role Title</p>	<p>Men in Sheds Volunteers at Daybrook, Blidworth and Worksop</p>
<p>Location</p>	<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>
<p>Time Commitment</p>	<p>We are looking for volunteers who can regularly commit to at least one session per week.</p> <ul style="list-style-type: none"> <li>• The Daybrook Shed: Open Monday – Thursday, 9.00am – 12.00pm and 12.30pm - 3:30pm, and we are looking for volunteers on all days but particularly on a Thursday.</li> <li>• The Worksop Shed: Open Monday - Wednesday: 9am - 2pm and we are looking for volunteers on all days.</li> <li>• The Blidworth Shed: Open Tuesday &amp; Wednesday 9am - 2pm &amp; Thursday 9am - 1pm and we are looking for volunteers on a Wednesday and a Thursday.</li> </ul>
<p>Tasks</p>	<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 &amp; greet potential new members, visitors &amp; ensure they comply with all safety requirements &amp; to sign in</li> </ul>
<p>Skills / interests needed</p>	<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 a workshop environment and/or working with power tools</li> <li>• Appreciation of the need to follow health and safety guidelines</li> </ul>
<p>Process</p>	<p>This volunteer role is aimed at the older male population who attends the shed. Application Form, Interview, References will be taken, Basic DBS check <i>NB. Applicants must have been a member of the shed for at least 3 months.</i></p>
<p>Training</p>	<p>Induction plus training specific to the role, First Aid Training</p>

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

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