

Volunteering Opportunities Matrix

August 2024



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	Companion Service Volunteer
Location	Supporting people remotely, in their own homes and in the community within Nottingham and Nottinghamshire.
Time Commitment	Ideally, we ask all applicants to provide a minimum of 1 hour volunteering a week. <i>We are looking for volunteers with good daytime availability in specific areas of Nottingham and Nottinghamshire which are currently NG5, NG13, NG17, NG19, NG20 and NG23</i>
Tasks	<p>The companion service volunteer can choose to be:</p> <ul style="list-style-type: none"> • A companion telephone/video caller (<i>please note that we are not currently looking for Volunteer Telephone Companions</i>) • A companion within the person's home • A companion outside the person's home • Or a combination of all three. <p>Examples of the type of support the service offers include:</p> <ul style="list-style-type: none"> • Telephone / video calls for an older person/s on a regular basis at a mutually agreed time for a friendly chat. • Supporting an older person/s hobbies and interests or simply chatting with them in their own home on a regular basis. • Supporting with digital access & building confidence skills & motivation to access the opportunities of the internet. • Supporting the person outside of their home e.g., by accompanying them on a walk, to the shops, to a café, garden centre, theatre or cinema or other social activities / community groups. • Where appropriate, supporting the older person to access other services through information and signposting or referring to the Companion Service Coordinator for support.
Skills / interests needed	<ul style="list-style-type: none"> • Individuals with a genuine interest in the wellbeing of older people who are committed to volunteering on a regular basis. • Commitment to complete our Volunteer Report Form accurately and regularly. • Ability to travel for visits in the local community either by car or public transport for those volunteers who choose to participate in this type of activity. • Digital literacy for those volunteers who choose to participate in this type of activity.
Process	There will be an interview, references, and a DBS check will be taken, the level of which will be dependent on the tasks you are involved with.
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"> • Undertaking simple advocacy cases or aspects of cases • Meeting with patients and their families at the hospital to listen to their views and to support them. • Undertaking follow up telephone calls once people have been discharged from hospital. • Supporting patients and families by signposting/referring onto other services. • Documenting interventions and outcomes onto the charity’s client computerised database and onto the services Excel spreadsheet • Alerting the Patients’ Representative or Service Manager to any safeguarding concerns that may arise.
Skills / interests needed	<ul style="list-style-type: none"> • Has a genuine interest in the wellbeing of older people. • Is honest and reliable with a friendly personality and can be a good team player. • Has the ability to follow instructions and understands the importance of confidentiality. • Has a good standard of literacy, numeracy, & computer skills (can use Microsoft Word, Outlook, & Excel) • Can identify and raise any issues or concerns and will seek advice and support where necessary. • Can remain independent when advocating for patients and/or their family members whilst remaining professional to members of hospital staff. • Can use own initiative and volunteer unsupervised
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>Volunteer Welfare Benefits Advisors</p>
<p>Location</p>	<p>The Lifestyle Centre, 16-18 Bridgeway Centre, Nottingham, NG2 2JD. With a potential in the future to further community locations and home visits.</p>
<p>Time Commitment</p>	<p>We are looking for a minimum of at least three hours each week – days and times can be discussed.</p>
<p>Tasks</p>	<p>The volunteer welfare benefits advisor is to provide vital support to ensure older people are able to meet the extra costs involved in living by claiming the benefits they are entitled to. Tasks will include:</p> <ul style="list-style-type: none"> • Providing Welfare Benefits Checks and Welfare Benefits advice, within the boundaries laid out by the Service Coordinator, by telephone or face to face office or home visits. • Identifying signposting opportunities to further support the service user. • Assisting the Coordinator in meeting targets of the service. • Attending workshops, training, or events relevant to your role. • Recording accurate case notes on our secure electronic database. • Using an online benefits calculator tool to complete welfare benefits checks.
<p>Skills / interests needed</p>	<p>Essential</p> <ul style="list-style-type: none"> • Individuals with a genuine interest in the wellbeing of older people and a calm, sensitive approach to providing advice to older people, their family, and carers. • Ability to think holistically to best meet clients’ needs and referring for follow up by the Volunteer Coordinator. • Previous experience of providing advice about benefit options • IT literate with the ability to record information accurately, and the ability to work to deadlines. • Friendly personality with excellent interpersonal and listening skills. • Ability to treat customers with sensitivity and confidentiality. • A willingness to undertake training essential to the role and attend support sessions and team meetings. <p>There are also several desirable criteria which are detailed on the volunteer role description</p>
<p>Process</p>	<p>Application Form, Interview, References will be taken, Enhanced DBS check</p>
<p>Training</p>	<p>Induction plus training specific to the role</p>

<p>Role Title</p>	<p>Wellbeing at Home Volunteer</p>
<p>Location</p>	<p>We are looking for volunteers across all of Nottingham City</p>
<p>Time Commitment</p>	<p>We are looking for a minimum of 2 hours per week, every week</p>
<p>Tasks</p>	<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"> • Shopping • Collecting prescriptions • Wellbeing checks on the phone and in person according to the person’s needs • Providing emotional support • Engage in confidence building activities e.g., going for a ‘walk and talk’, supporting people to go to the shops etc. • Accompanying people to appointments • Information and signposting • Dog walking • Light cleaning
<p>Skills / interests needed</p>	<p>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.</p> <p>We are looking for volunteers who are willing to volunteer in the Nottingham city area with practical tasks who have reasonable availability. This opportunity is not open to student volunteers.</p>
<p>Process</p>	<p>Application Form, Interview, References will be taken, Enhanced (Adults with barred list) DBS check</p>
<p>Training</p>	<p>Induction plus training specific to the role</p>

	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"> • Supporting our charity and its aims and act as an ambassador for our services and projects and the wider Age UK network • Ensuring our charity is aware of emerging needs and issues related to older people in the City and County that could influence future planning. • Representing the wider community of older people and their interests – including topics such as social, health, wealth and longer-term needs • Developing an understanding of customer service within the charity and how it can be improved for older people • Maintaining a positive commitment to, and active promotion of, Age UK Notts' Equality, Diversity and Inclusion Policy
Skills / interests needed	<ul style="list-style-type: none"> • Integrity • A commitment to the charity • A willingness to devote the necessary time and effort. • Good, independent judgement • A willingness to speak their mind. • An ability to work effectively as a member of a team
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 Stockroom Assistant/relief van driver's mate. (Sutton in Ashfield)</p>
<p>Location</p>	<p>Age UK Notts, Sutton in Ashfield, 29 Forest Street, Sutton in Ashfield, Nottinghamshire, NG17 1DA and throughout Nottinghamshire</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"> • 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. • 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%. • Processing items at Ransom Wood storage unit when there is no room to deposit them straight into the shop. • 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) • Providing holiday/illness cover to complete deliveries with the driver to customers' homes
<p>Skills / interests needed</p>	<p>Essential</p> <ul style="list-style-type: none"> • Physical fitness and the ability to lift and move heavy furniture • Ability to offer a good level of customer service and good interpersonal skills • A willingness to complete a variety of tasks both in the shop and at the Ransom Wood storage unit <p>Desirable</p> <ul style="list-style-type: none"> • The ability to drive the van if needed (Luton van or equivalent) will be advantageous. • Own transport to get to Ransom Wood storage unit (public transport is available but takes a long time) <p>For insurance purposes, volunteer drivers are required to be over 21 and under 75</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	<p style="text-align: center;">Volunteer Shop Assistants (Sutton in Ashfield)</p>
Location	<p style="text-align: center;">Age UK Notts, Sutton in Ashfield, 29 Forest Street, Sutton in Ashfield, Nottinghamshire, NG17 1DA</p>
Time Commitment	<p style="text-align: center;">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>
Tasks	<ul style="list-style-type: none"> • Ensuring customers experience excellent customer service • Maintaining the look of the shop displays so that customers have a positive shopping experience • Restocking shelves and rails as and when needed • Maintaining a tidy, clean and safe shopping / working environment • Following appropriate till training, taking and processing payments from customers (including card payments) • Sorting through donations • Signposting clients to our Connect Service • Promoting Advantage Mobility products and services • Opportunity to use the internet to share real-time information on Social Media
Skills / interests needed	<ul style="list-style-type: none"> • An enjoyment of chatting with customers and offering good customer service • An ability to get on well with others and to volunteer as part of a team • A calm, sensitive, personable and positive approach • A willingness to learn how to use the shop tills and to process card payments • Experience of the internet to share information on social media is advantageous but not essential
Process	<p style="text-align: center;">Application Form, Interview, References will be taken, Basic DBS check <i>Please note this volunteer role is for those age 16+ and we will also consider Duke of Edinburgh applicants</i></p>
Training	<p style="text-align: center;">Induction plus training specific to the role</p>

<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 (http://contenteddementiastrust.org/what-is-the-specal-method/) 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"> • Assisting centre attendees to engage in activities • Serving meals and drinks. • Helping to set up and clear away activities • Engaging in conversation with centre attendees.
<p>Skills / interests needed</p>	<ul style="list-style-type: none"> • People with a genuine interest in the wellbeing of people with dementia. • A friendly, sensitive and kind approach. • Being comfortable in small groups or on a one-to-one basis. • People with a commitment to always using the SPECAL method whilst at the centre. • Whilst not essential, we are also looking for volunteers who can: Play the piano, Play snooker, Play dominoes
<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><i>NB: This opportunity is not open to student volunteers.</i></p>
<p>Training</p>	<p>Induction plus online training specific to the role</p> <p>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 weekday except for a Thursday. <i>We are specifically looking for volunteers who can support at our Bulwell Bogs walk on a Friday morning.</i></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"> • Giving a brief talk before the walk to make sure everyone is prepared, and welcoming new walkers • Leading and managing walks, usually jointly with other walk leaders (including ‘back marking or middle marking’ as well as leading from the front. • Making sure walks are welcoming, friendly, enjoyable, and safe • Trouble shooting and dealing with problems on walks, with the support of your scheme coordinator • Providing information about other Age UK Notts services and other walks offered by the scheme, and basic information about how to keep active • Making sure paperwork such as registration forms and registers are completed
<p>Skills / interests needed</p>	<ul style="list-style-type: none"> • Friendly, welcoming, and empowering with good communication skills • Knowledgeable about the basics of the benefits of walking and physical activity • Reliable, punctual, and well-organised • Ability to volunteer independently. • Confident at speaking in front of small groups & able to take control and be assertive when needed • Able to provide basic paperwork punctually and accurately
<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 Blidworth and Worksop</p>
<p>Location</p>	<p>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 morning or afternoon session per week.</p> <ul style="list-style-type: none"> • The Worksop Shed: Open Monday - Wednesday: 9am - 2pm and we are looking for volunteers on all days. We are also looking for volunteers on a Thursday so that the shed can be open an extra day. • The Blidworth Shed: Open Tuesday & Wednesday 9am - 2pm & Thursday 9am - 1pm and we are looking for volunteers on a Wednesday and Thursday.
<p>Tasks</p>	<ul style="list-style-type: none"> • Unlock the workshop and prepare the session • Ensure the workshop is left clean and tidy at the end of the session and lock up • Supervise workshop sessions, alongside another volunteer • Collect or oversee the payment of member subscriptions, and ensure attendance is recorded • Assist and encourage members if needed with projects • Agree with members in advance on the price of projects that members make • Take payment for items when finished, issue a receipt, and record the sale • Meet & greet potential new members, visitors & ensure they comply with all safety requirements & to sign in
<p>Skills / interests needed</p>	<ul style="list-style-type: none"> • An enjoyment of chatting to older male service users who may be lonely and isolated • Friendly personality and approachable manner • Ability to use own initiative to work alone, or as part of a team • Understanding of a workshop environment and/or working with power tools • Appreciation of the need to follow health and safety guidelines
<p>Process</p>	<p>Application Form, Interview, References will be taken, Basic DBS check NB. This volunteer role is aimed at the older male population who attends the shed. Applicants must have been a member of the shed for at least 3 months.</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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