

Community Assistance Project

Volunteer Role Description

Age Cymru Community Assistance Programme provides practical help and emotional support to older people through this volunteer led project, so that they may participate and connect to their community with the support of trained volunteers to provide friendship, build resilience, raise confidence and increase awareness of available support.

The project provides two services:

- **Assist and Connect** - a community based, face to face support service
- **Listen and Connect** - a remote telephone listening service

Both services provide friendship, conversation and support while also relieving isolation, worry and loneliness. Our volunteers offer support and practical help to local people in need of a little extra help.

Our volunteer roles are a great way to give back to your local community and get involved. From visiting people who are isolated and in need of a little extra support at home, being that 'listening ear' on the telephone, to chaperoning to a community group or social club, there's plenty of choice.

We help people find ways of using their individual skills, talents and time to support others.

Our volunteering opportunities can vary depending on where you live and the needs of the older person.

Some examples of the role responsibilities:

- You may offer your time and company to somebody who might not have anyone else to assist them nearby
- Going for a leisurely walk or joining a group together
- Be a sounding board for someone to bounce ideas off and share stories with
- Popping in for a cuppa and a chat, but you'll be helping to build their confidence and restore their connections with their local community
- Providing transport to help people in your community unable to use public transport to stay active, independent and social
- You might take them to and from appointments, community groups or to the shops
- To listen to and understand the issues of the person you're supporting.

It's amazing the difference you can make just by offering a few hours a week. Whatever your motivation for volunteering, we'll work with you to identify the opportunities that can help you realise and achieve your goals.

Full training and support will be given by our Community Assistance project team.

For more examples of responsibilities click here: [Volunteer Main responsibilities.docx](#) or ask for more info.

Requirements to become a volunteer

As part of your role, we'll need you to complete required to complete induction training with our team to become a Community Assistance volunteer. We'll need your initial Expression of Interest form; from there we'll contact you to discuss the role and requirements further.

As part of the recruitment process, we'll ask you to complete our enhanced DBS check and provide us with contact details of two referees.

As an Age Cymru Partnership volunteer, you'll be asked to complete our volunteer agreement and induction training, prior start date.

You'll be required to:

- meet with your staff contact at Age Cymru as agreed and update regularly on the status of the support being provided including any concerns
- keep records of your meetings/Calls and comply with data protection regulations, ensuring that our service user information is kept secure and confidential.
- adhere to all Age Cymru values, policies, and procedures.

You can earn Tempo Time Credits as a thank you for your time. With time credits you can enjoy fun activities - without spending money! The way they work is your Volunteering hours are 'traded in' for 'Time Credits' which can then be used by you on fun activities with others or to learn new skills. Speak to your Volunteer Officer about this.