

Welfare Volunteer Role Description

Activities Volunteers at Look Ahead must be 18 or over and hold a current Enhanced DBS for Adults & Children. We can help you obtain this free of charge.

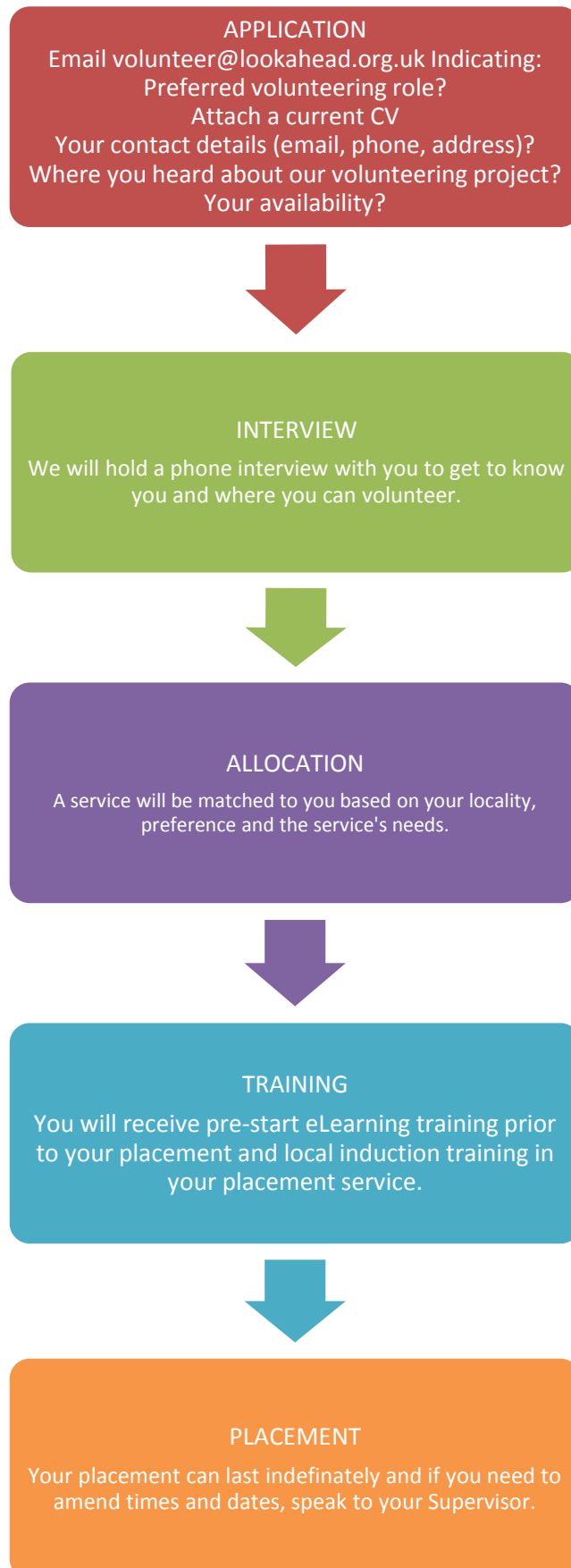
RESPONSIBLE TO:	The service and specifically the allocated supervisor, a Look Ahead member of staff selected by the service's Contract Manager.
WORKING WITH:	A Look Ahead service and all their staff and customers This role may require you to work with your supervisor, team members and customers remotely.
LOCATION:	<p>The volunteer will be matched to one of our services, based on the needs of the service and the volunteer's abilities and preferences and locality. In line with government guidance we will endeavour to place volunteers near to where they live to avoid unnecessary travel.</p> <p>This role also may require you to work from your own home and contact our customers via telephone and or work within the local community undertaken specific welfare tasks.</p>
PURPOSE:	The purpose is to support our staff to continue to deliver outstanding care/support or housing services for our customers during this particularly difficult time.
TIME COMMITMENT:	The volunteer will be expected to commit to a minimum of 4 hours per week
ROLE ACTIVITIES:	<ul style="list-style-type: none"> ➤ Under the guidance of an experienced team member, or further to relevant training Welfare Volunteers will carry out a range of tasks within a service or the local community. ➤ Welfare support tasks may include: <ul style="list-style-type: none"> • Carrying our welfare check call via telephone or in person (adhering to social distancing rules) • Arranging to collect customers shopping, deliveries including attending foodbanks on behalf of customers • Collecting medication • Supporting customers to accessing food or sign up for food deliveries • Delivering food to hostels • Letter (information) dropping ➤ Build supportive, trusting relationships with staff and customers.

	<ul style="list-style-type: none"> ➤ Adhere to Look Ahead Care & Support policies and procedures, plus those specific to the service including any statutory requirements. ➤ Maintain records as required at the service under the direction of the Contract Manager, Tteam Leader or your Supervisor.
<p>PERSONAL ATTRIBUTES</p>	<ul style="list-style-type: none"> ➤ Experience of the sector is welcomed but not required. ➤ Enjoys social interaction and the company of others, joins in local activities to encourage customer involvement ➤ Is fundamentally calm, patient and resilient, does not let emotion adversely affect them or obscure their judgement ➤ Approachable, relatable and open behaviour. ➤ Having the ability to empathise ➤ An awareness of the importance of professional boundaries and confidentiality. ➤ Has a practical and logical mind and is naturally well organised ➤ Flexible ➤ Is confident with high levels of self-esteem ➤ Is respectful, articulate and sensitive in style of communication ➤ Is essentially customer-focused ➤ Ability to cope positively with challenging and diverse behaviours <p>You will receive a local service induction upon starting your placement.</p>
<p>BENEFITS:</p>	<ul style="list-style-type: none"> ➤ This role enhances the lives of our customers and enables our support staff to maintain quality services during a difficult period. ➤ Social interaction and mental stimulation for the most vulnerable in society in challenging times. ➤ Supportive working environment, regular support and supervision. ➤ Opportunities to meet new likeminded people and be part of a team. ➤ Reference can be provided. ➤ Enhance your CV.

REQUIRED FOR SIGN UP:	<ul style="list-style-type: none">➤ Enhanced Adult & Children DBS check (free of charge for volunteers).➤ 2 references.➤ Covid-19 related Health Questionnaire➤ Own roadworthy vehicle with valid MOT certificate and tax➤ Valid driving license for the vehicle being used
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See below for the step by step process of becoming an Welfare Volunteer.

To apply, please check our website for information on volunteering roles at <https://www.lookahead.org.uk/work-with-us/volunteer-look-ahead/>, then email us your request to volunteer to volunteer@lookahead.org.uk.



Our values – what matters to us?

We have four values that express and represent our shared understanding of the principles that are important to us as an organisation. Developed in partnership with our staff, customers, and their families and carers, they set out the things we aspire to be as an organisation and that underpin everything we do. They are:

excellence, aspiration, partnership, trust

Look ahead Care and Support – Our Values and Behaviours	
Values	Behaviours
Excellence	Take pride in my work and my team.
	Approach my work with energy, passion and commitment.
	Demonstrate a 'can-do' and look for solutions to problems.
	Listen and learn from my mistakes, and commit to always improve myself.
	Be a positive role model to my customers and colleagues.
Aspiration	Listen to everyone I work with, and treat them with dignity, empathy and respect.
	Believe in people's potential and ability to grow, develop and change.
	Be ambitious; recognise my role in contributing to the overall success of Look ahead.
	Continually seek opportunities to learn, develop and share my learning with others.
	Work with others to share, respect and celebrate achievements.
Partnership	Recognise, respect and encourage customer's skills and abilities.
	Commit to providing opportunities for customers to use their expertise.
	Commit to working as part of one team with my colleagues, partners and customers.
	Value everyone's contribution equally, recognising that all of us can add value.
	Be inclusive; open to people from diverse backgrounds and with different ideas.
Trust	Be open, honest and transparent when I communicate, do what I say.
	Demonstrate personal integrity – do what is right, not merely what is expected.
	Be accountable for success as well as failures.
	Be consistent and reliable.
	Demonstrating consistency and transparency in the things I do.

KEEPING YOU SAFE

How to protect yourself and the person you are supporting – General Guidance

At all times

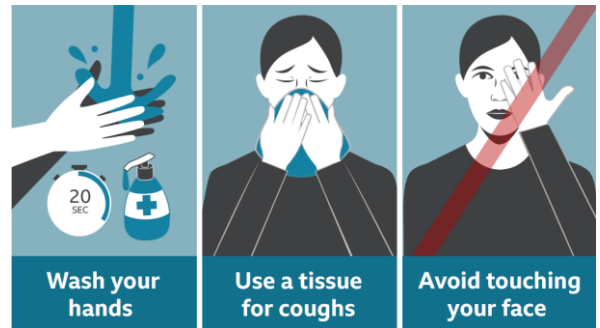
- Keep two metres from customers and colleagues wherever possible.
- Regularly wash your hands including as a minimum before and after working with any customer and when leaving and entering the building.
- Stay up to date with the Coronavirus information on the Hub

Safeguarding

- Continue to report and follow all Safeguarding Procedures.
- Report all incidents to your supervisor, team leader or Service/Contract Manager, including any suspected and confirmed cases of COVID-19 amongst customers.
- Inform a Manager whenever there are any safeguarding concerns, serious incidents and suspected or confirmed cases of COVID-19.

Handwashing

- Wash hands frequently for at least 20 seconds with soap and water at regular intervals throughout the day.
- If running water and soap is not available, then ensure you have alcohol-based hand wipes or sanitiser to kill viruses that may be on your hands.
- Avoid touching your face and keep hands away from eyes, mouth and nose to avoid spread of any virus.
- If you cough, use a tissue and dispose of the tissue immediately. If the cough becomes persistent then you should follow government self-isolation precautions. If no tissue is available, cough into your arm.
- Consider social distancing by maintaining at least 2 metres distance between you and anyone who is coughing or sneezing, this should be observed at all times.
- Avoid large and small gatherings in public spaces.
- Avoid contact with someone who is displaying symptoms of COVID-19. These symptoms include high temperature and/or new and continuous cough.
- Avoid gatherings with friends and family. Keep in touch using remote technology such as phone, internet, and social media.
- If you feel unwell and have a fever, cough and difficulty breathing, seek medical attention and follow NHS guidance whilst avoiding any contact with people.



Your responsibilities when supporting a person isolating

- If you have any symptoms of COVID-19 such as fever, sore throat or cough then do not agree to volunteer and support a vulnerable individual, making sure you self-isolate.

Contacting the isolating person that you are supporting

- Use telephone contact to agree what errand is required and confirm to them that you will not be able to enter their home.
- If agreed to drop off shopping or other essential items, confirm with the client:
- Estimated time of arrival. On arrival, you will notify them of your arrival by knocking or ringing the doorbell.
- Agree form of payment for the shopping.
- You will leave the shopping at the front door but as a precautionary measure you will distance yourself from their door stepping back at least 2 metres.
- Request the client retrieves the shopping from the doorstep.
- Any receipts, plastic gift card or change that needs to be returned should be placed on the doorstep.

Completing errands

- Sanitise your hands before you start shopping.
- Be cautious of crowded retail stores and pharmacies and shop sensibly.
- If using your car to deliver items then keep your car clean and disinfect the most used surfaces such as the steering wheel, gear stick and door handles.
- If using public transport ensure that you minimise where possible what surfaces you touch and sanitise your hands wherever possible before and after taking any public transport.
- Use common sense and never put yourself into an environment where you feel there is a risk to yourself or others.

Safe delivery of shopping, essential items or prescriptions

- When you arrive at the person's home, sanitise your hands.
- Notify them you have arrived by knocking the door or ringing the doorbell, never enter a person's home.
- Leave items and receipt on the doorstep and return any vouchers, prepaid card and change, step back at least 2 metres and wait for the door to be opened for the items to be collected. Wait for the person to retrieve the shopping from the doorstep.
- Allow the isolating person to check the receipt matches the amount spent.
- When you leave a person's home, sanitise your hands.