

# ***VOLUNTEERING OPPORTUNITIES***

## ***SOCIAL & CARE SKILLS***

### **TEIGNBRIDGE CRISIS SUPPORT SERVICE**

Teignbridge Crisis Support offers initial practical support for people over the age of 50 who find themselves facing some personal difficulty. This could be following a bereavement or when a partner or spouse has to move into residential care. Our advocates use their knowledge and skills to empathetically assist older people to manage some of these practical tasks such as organising funeral arrangements, offering support and guidance to help adjust to living alone, assisting making arrangements to view Residential or Nursing Homes. The service also offers longer term support through a telephone befriending service.

#### **Our volunteers:**

- ❖ Assist older people to obtain a wide range of information and advice on all issues that affect their wellbeing and living alone.
- ❖ Use their administrative skills to assist older people to complete household correspondence and other required paperwork.
- ❖ Work flexible hours to suit their lifestyles.
- ❖ Are reimbursed for their travelling and parking expenses.

### **TIME FOR LIFE ENABLING SERVICE**

Time for Life is a free service that assists people 50 and over to build confidence, remain active and independent. Time for Life's staff enable people find opportunities to learn new skills, get out and about, make new friends and explore new experiences. This service is available in North, Mid, East and West Devon, as well as in Teignbridge and South Hams. Time for Life has opportunities for volunteers to continue the work started by staff, and to provide moral support and encouragement for people when the initial phase of the work is complete.

#### **Our volunteers:**

- ❖ Provide encouragement for people as they learn new skills or seek new experiences.
- ❖ Meet participants in their own homes and in the community to assist them to achieve their goals.
- ❖ Support the formation and sustainability of activity groups, and support and encourage individuals to attend groups and engage in new activities.

# PROFESSIONAL SKILLS

## ADVOCACY

Some older people find the task of completing complicated forms a little daunting, which often results in them not claiming a much needed financial entitlement such as Attendance or Carers Allowance or Council Tax Benefit. Our advocates use their knowledge and skills to empathetically assist older people to complete application forms and to guide them through the various processes. During the 2007/2008 financial year our advocates assisted clients across Devon to claim in excess of £2 million extra financial help.

### Our Advocates:

- ❖ Receive comprehensive training and shadow existing Advocates prior to working alone.
- ❖ Use their administrative skills to assist older people to complete application forms
- ❖ Work flexible hours to suit their lifestyles and can choose the geographical area they wish to cover.
- ❖ Are reimbursed for their travelling and parking expenses.

## TRADING

Our Trading Manager assists clients to save money and find tailor-made products and services, which include: Home insurance, Car Insurance, Breakdown Cover, Aid Call Personal Alarms, Gas & Electricity Tariffs, Funeral Plans, LifeBook, Independent Legal Advice, Wills and Legal Services.

Trading not only provides a vital role in **ethically** fulfilling clients needs, but also any profits generated go directly back to support Age Concern's charitable activities.

The service operates on a countywide basis.

### Our Volunteers:

- ❖ Assist with general administrative duties which will include:
  - ❖ Dealing with initial enquires received by phone, post or in person.
  - ❖ Data entry and word processing using Microsoft Office packages.
- ❖ Assist with marketing and organising events to promote Age Concern Devon's range of products.

## TRUSTEES

The Board of Trustees is responsible for directing affairs and taking decisions for Age Concern Devon, which includes setting our strategic aims, objectives and direction. We are looking for individuals who have financial, legal or business experience to enhance our Trustee skill base. Being a Trustee can be a very rewarding experience.

### Our Trustees:

- ❖ Set policy and longer-term strategies.
- ❖ Monitor and evaluate performance and progress against these strategies.
- ❖ Apply resources to meet the objectives as set out in the governing documents.
- ❖ Agree or ratify decisions on matters which might create significant risk, financial or otherwise.

# ***ADMINISTRATIVE & CUSTOMER SERVICE SKILLS***

## **INFORMATION & ADVICE**

The Age Concern Devon Information and Advice Service delivers a holistic service to older people, providing them with clear and accurate information on all issues that affect them. We aim to promote independence and allow older people to make informed decisions and choices. Our Service Manager is currently developing supporting volunteer roles to assist with providing this service across the County.

### **Our Volunteers:**

- ❖ Assist older people to obtain a wide range of information and advice on all issues that affect their wellbeing.
- ❖ Provide accurate information and advice and can communicate with clients either by: telephone, email, written or face to face
- ❖ Carry out detailed research using a variety of reference sources.

## **OFFICE VOLUNTEERS**

Office volunteers at our office in Exeter assist with a wide variety of administrative tasks.

### **Our Volunteers:**

- ❖ Help to maintain databases.
- ❖ Assist with general office duties.
- ❖ Assist with promotional events.
- ❖ Cover switchboard duties.

# **PRACTICAL SKILLS**

## **EAST DEVON OUTREACH ACTIVITIES VOLUNTEERS**

Volunteers help at locations in Honiton and Seaton to promote activities which includes offering older people the opportunity to join in with craft sessions, Knit & Natter sessions, yoga classes or simply to drop in for a coffee and a chat. One of the most popular classes in Honiton offers computer sessions for older people. Volunteers teach computer skills and introduce the Internet and email facilities, enabling older people to learn new skills and connect with new technology. Volunteers need to have the patience to teach these new skills in a calm and clear way and also have the ability to assist older people who have basic computing skills to develop new skills such as researching topics of interest, (for example their family tree).

### **Our Volunteers:**

- ❖ Create a warm and welcome atmosphere at the available activity.
- ❖ Encourage clients to make the most of the available activities.
- ❖ Assist clients to learn new skills and to socially interact with other users.
- ❖ Assist older people to learn the basics of computing as well as specific applications.
- ❖ Assist with the preparation and serving of refreshments.

## **EAST DEVON DAY CENTRE VOLUNTEERS**

Our Axminster and Sidmouth Day Centres offer day care services, which offer social interaction and stimulation, relief from isolation and carer support, as well as physical and mental support and care. The centres offer a range of activities for clients, and volunteers play a crucial role in supporting staff to ensure clients get the most out of their visit.

### **Our volunteers**

- ❖ Encourage clients to make the most of the available activities.
- ❖ Assist clients to learn new skills and to socially interact with other centre users.
- ❖ Help to prepare the centre before opening, and clear away at the end of the session.
- ❖ Serve refreshments.
- ❖ Help clients with a range of activities e.g. craft sessions, or reminiscing.

## **B.S.A.F.E VOLUNTEERS**

Age Concern Devon's Bereavement Support and Friendship Extended group meet on the second Wednesday of each month at the Senior Citizens' Club in Axminster. Members have a calendar of guest speakers, demonstrations and social events.

### **Our Volunteers:**

- ❖ Are available between 2.00pm and 4.00pm and are responsible for opening/closing the venue.
- ❖ Welcome older people and guest speakers.
- ❖ Make refreshments.
- ❖ Provide administrative support.