



Age Concern Southend

Registered charity number 1160916

VOLUNTEER PACK 2019

134 Hamlet Court Road - 01702 345373 - enquiry@acsos.co.uk

www.acsos.co.uk



Welcome to the team

Hi,

Thank you very much for your interest in joining us at Age Concern Southend, a small, independent charity providing help and support to older people in our community.

You are on your first step to becoming part of an amazing team of over 200 volunteers aged 16-92 without whom our organisation simply couldn't survive. Even an hour or so of your time a week could help us make a huge difference to the quality of an older person's life and to the services we can provide.

If you read through this pack you will find all the information you need to gain a better understanding of our charity, our services and how we involve volunteers in our work as well as how to fill in our application and your DBS forms.

If you need help with any part of your application, or have further questions, please don't hesitate to get in touch with our office on 01702 345373 or by emailing us on enquiry@acsos.co.uk.

We look forward to meeting you at your interview!

Best wishes,

Lin

Lin Boulter
CEO



About us

Who we are

Age Concern Southend are a small, independent charity who have been helping to support older people across Southend since 1974.

We are not linked to any national organisations such as Age Uk and every penny we raise goes back to help make our community a better place to grow older.

What we do

We currently provide several services at Age Concern Southend, most of which are available to any over 60's in our area although some (like Club 50+) are open to over 50's. We offer:

General advice and information

Befriending (telephone, group and one to one)

Community Transport

Community Clubs

Wheelchair Hire

Hearing Aid Battery Replacement

We also partner with other local charities to signpost older people to external help with dementia support, bereavement counselling, advocacy, care co-ordination and much more.

Where we are

Our offices are located at 134 Hamlet Court Road, Westcliff, Essex, SS0 7LN.

You can also find us at our new hub, The Haven Older People's Community Hub, located just two doors up at 138-140 Hamlet Court Road.



At The Haven

The Haven Older People's Community Hub

The Haven opened its doors in April 2019 as a brand new community hub for older people to meet, socialise, learn new skills and get help and support. The Haven is also open to the whole community to hire for events, clubs and activities.

We are located at 138-140 Hamlet Court Road in the stunning, grade II listed, Havens department store building.

Club 50+

Club 50+ are located on the first floor of The Haven and offer a variety of social, , keep fit and creative activities for over 50's ranging from tai chi and belly dance to carpet bowls and whist. For a full timetable of activities please call our team on 01702 345373.

Services and support

From Winter 2019 the ground floor of The Haven houses a variety of support and services in partnership with Southend Borough Council, Cruse Bereavement Support, Southend CCG and a selection of local health and wellbeing businesses. We will also be running a dementia day centre in partnership with Doris Jones, a local care agency.

Services on offer include:

Bereavement counselling, dementia support, care co-ordination, podiatry, hairdressing, holistic therapies, flu jabs, stop smoking support and more.

Community cafe

Our community cafe, Treat Street Cafe, (also opening in Summer 2019) is located on the ground floor of The Haven and offers a variety of hot and cold drinks and meals at a reasonable price. The cafe also hosts a selection of events from mum and baby groups and open mic evenings to knit and natter clubs.





Why volunteer?

Gain Skills

Volunteering is a great way to learn new skills, access training, increase your professional and personal experience and grow your CV.

All of our roles offer different experience and training will be made available to you which could include dementia friends courses, safeguarding, food hygiene and more.

Make Friends

As an Age Concern Southend volunteer, whatever your role, you will certainly meet a lot of new people and we hope you will become good friends with the people you meet and of course our team in the office and at our clubs!

Support Your Community

Without the help of our volunteers we could not provide the services we do to help older people in our community stay active, stay connected and to live their best lives as they grow older. We currently provide over 4700 lifts with our community transport service, befriend over 400 people and have around 300 regular attendees at our community clubs and none of this would be possible without your help.

"One of the greatest gifts you can give is your time"



Volunteer Roles

Face to face befrienders



1 hour



18+



Flexible

Role Description

This role involves you visiting an older person in their own home to chat and keep them company. You will not be required to do any jobs or shopping.

We will ask you to check in with us regularly to ensure everything is going well.

Qualifications and Experience

Our befrienders need to be friendly and chatty but no other qualifications or experience are needed.

Other Requirements

DBS check

Willingness to undertake training as needed



Telephone befrienders



1 hour



16+



Flexible

Role Description

This role involves you calling an older person once a week to have a chat and check on how they are.

You can do this role from home or from our offices.

We will ask you to check in with us regularly to ensure everything is going well.

Qualifications and Experience

Our befrienders need to be friendly and chatty but no other qualifications or experience are needed.

Other Requirements

DBS check

Willingness to undertake training as needed



Volunteer Roles

Group befriender



2 hours



18+



Across
Southend

Role Description

This role involves you visiting a group of older people in care homes or retirement properties for a chat and to keep them company.

This will be a regular commitment at the same venue every week.

Qualifications and Experience

Our befrienders need to be friendly and chatty but no other qualifications or experience are needed.

Other Requirements

DBS check

Willingness to undertake training as needed

Drivers



Flexible



18+



Across
Southend

Role Description

Our community transport service helps older people get out and about to visit friends and family, attend medical appointments, get to clubs and activities and stay active in the community.

As a volunteer driver you will use your own car to provide lifts to older people across Southend.

Qualifications and Experience

Our drivers must hold a full UK driving license and must have a fully insured vehicle with an MOT certificate.

Other Requirements

DBS check

Willingness to undertake training as needed





Volunteer Roles

Receptionists



2-4 hours



18+



The Haven

Role Description

Our receptionists at The Haven will help us by being front of house at our community hub. This will include taking bookings, offering assistance where needed, taking payments for club activities and answering the phone.

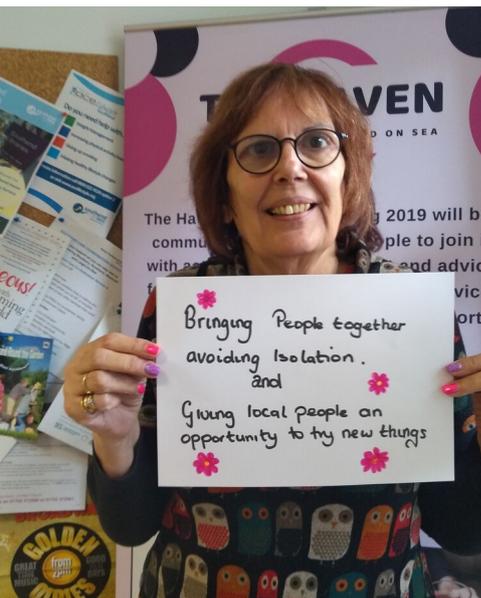
Qualifications and Experience

Basic IT skills are a plus but not a requirement. Must be able to talk to the public in a friendly manner and accurately record information.

Other Requirements

DBS check

Willingness to undertake training as needed



Office Assistants



2-4 hours



16+



Office

Role Description

This role will be based in the office at 134 Hamlet Court Road and will include general office jobs including answering phones, booking in transport requests and general admin.

Qualifications and Experience

Basic IT skills are a plus but not a requirement. Must be able to talk to the public in a friendly manner and accurately record information.

Other Requirements

DBS check

Willingness to undertake training as needed



Volunteer Roles

Club and Day Care hosts

 2-4 hours  16+  The Haven

Role Description

Club and day care hosts will be based in Club 50+ or at Days at The Haven and will help us to make our guests time at The Haven even more enjoyable. This role will include helping those with mobility issues and answering queries as well as playing snooker, having a chat and assisting with or running activities.

Qualifications and Experience

Our club and day care hosts need to be friendly and chatty but no other qualifications or experience are needed.

Other Requirements

DBS check
Willingness to undertake training as needed

Cafe assistants

 2-4 hours  18+  The Haven

Role Description

Our cafe assistants will help with out in the community cafe and the Club 50+ teabar. This will include taking orders and payment, cleaning tables, serving food and general kitchen duties such as making sandwiches or helping with prepping.

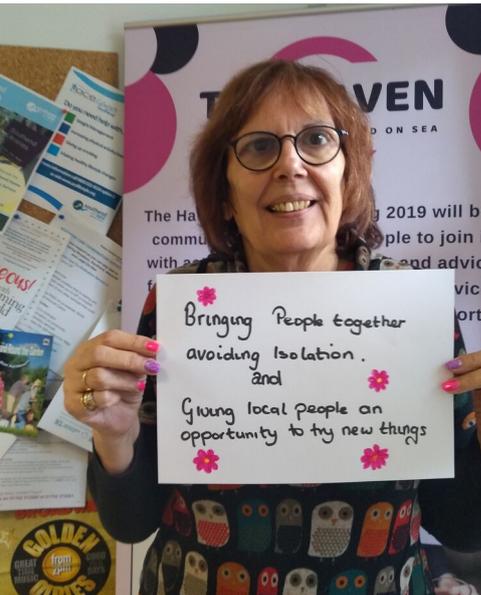
Qualifications and Experience

Food hygiene qualifications and catering experience is desirable but full training will be offered.

Other Requirements

DBS check
Willingness to undertake training as needed





Volunteer Roles

Events and fundraising assistants



Flexible



18+



Across Southend

Role Description

This role is probably our most flexible and could include helping out at events, selling raffle tickets, collecting donations boxes, helping to sell event tickets or even organising raffle prizes for us. This could be anything from an hour a month to a day a week.

Qualifications and Experience

Must be reliable and good with people but no other formal experience is necessary.

Other Requirements

DBS check

Willingness to undertake training as needed

Must adhere to fundraising guidelines

Handymen/gardeners



2-4 hours



18+



The Haven

Role Description

This role will be flexible to your availability and your skill set and could include helping to do small odd jobs around an older persons house such as mowing lawns, fixing handrails and changing batteries in fire alarms.

Qualifications and Experience

Must be skilled in DIY and/or gardening although no formal qualifications are required

Other Requirements

DBS check

Willingness to undertake training as needed

The application process

Our recruitment process is relatively straightforward and we hope we can have you volunteering within 4-6 weeks of your application.

There are 4 steps to complete to become a volunteer at Age Concern Southend:

- **Send in application form and DBS form**
- **Attend informal interview**
- **Complete reference checks**
- **Begin training and placement**

We welcome volunteers of all backgrounds, cultures and abilities although we do ask that all of our volunteers are over the age of 16 for safeguarding purposes as you may come into contact with vulnerable adults during your time at Age Concern Southend.

All of our volunteers are also DBS checked at the time of application (costs are covered by the charity) to ensure the safety and security of our service users and our staff and volunteers. If you wish to become a driver for our community transport service we will also require copies of your insurance documents, driving license and MOT certificate.

Any personal documents will be kept securely in our office and destroyed when they are either updated or you no longer volunteer with us.





Our code of conduct

We ask that all staff and volunteers at Age Concern Southend follow our code of conduct to keep our work environment a happy, healthy place for everyone

- **Volunteers are asked to maintain a clean and tidy appearance at all times and must not be under the influence of any illegal substances or alcohol during their volunteering hours.**
- **Volunteers must respect the rights, dignity and worth of all regardless of age, gender, ability, race, cultural background, religious beliefs or sexual identity.**
- **Volunteers are expected to maintain and uphold the good name and reputation of the charity during volunteering hours and act appropriately.**
- **All Age Concern Southend staff and volunteers will at all times follow strict confidentiality on all matters referred to them by the charity or discussed by the visitees.**
- **Where subsequent problems or matters emerge from an initial or follow up to a service user, volunteers will refer these matters back to the office for appropriate advice or decisions before taking action.**
- **Should a volunteer identify a person in need of our services through a personal contact or referral from another source, it is essential the matter be referred through our office. Age Concern Southend will then contact that person before appointing a volunteer to take action on their behalf.**
- **Volunteers may not take individual action on behalf of any person (in the name of Age Concern Southend) to any agency or authority (social services, health authority, council etc) without first seeking the agreement of our office team.**
- **Volunteers must not recommend particular tradesmen or organisations to our service users.**
- **Volunteers may not receive monetary reward for their services or goods or services in kind, unless agreed between the service user and the volunteer and advised to the office prior to work being carried out.**
- **It is not recommended to give your private telephone number to a service user.**
- **All volunteers are asked to contact the office on a monthly basis to update on their volunteering and highlight any issues or concerns that may have arisen.**
- **Volunteers involved in fundraising will ensure they work within the law regarding restrictions to lotteries and street collections (training will be given if necessary).**

Filling out your DBS

Please ensure that you read the instructions printed on the front of the application form and follow the guidance given throughout the form.

PLEASE:

Use black ink and write clearly using capital letters

Complete sections a,b,c,d,e

Complete all the mandatory sections marked in YELLOW

Bring in ORIGINAL DOCUMENTS (not photocopies)

Provide all of your addresses (and the dates you lived there) during the past 5 years, including any University student address(es) you may have had and any overseas address(es)

Mark choices with a X

PLEASE DON'T:

Write over the edges of each box

Staple or affix anything to the form

Use Tippex or strike out any sections that are not applicable (leave blank)

Do not complete sections w,x,y

We will need to see two forms of ID which can include:

Passport

Driving License

National Insurance No.

Proof of address such as utility bill or similar (less than 3 months old)





Other ways to get involved

Take part in a sponsored event

Help raise money for Age Concern Southend by taking part in a sponsored run, walk, fancy dress day or anything you can think of! All money raised goes to help run our services and make Southend a better place to age.

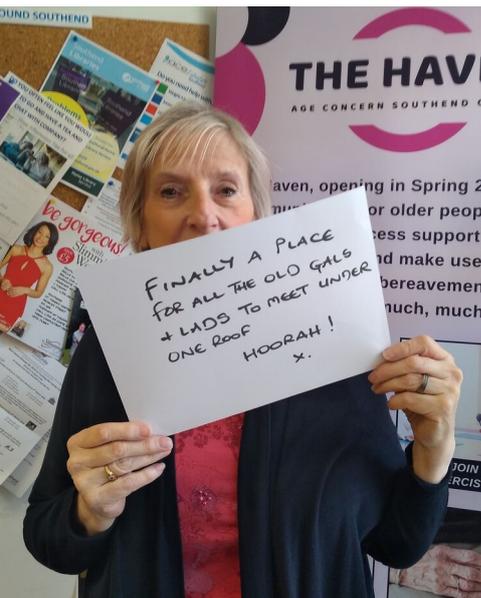
Join Easyfundraising.com

Raise money for free every time you shop online by registering on

<https://www.easyfundraising.org.uk/causes/ageconcernsouthend/>

Leave a legacy

To leave a legacy to Age Concern Southend please give our team a call on 01702 345373 or email us on enquiry@acsos.co.uk for a no obligation, informal chat about how to leave a gift in your will.



Attend our events

Stay up to date with our upcoming events by signing up to our newsletter or following our social media pages. We have a regular events calendar ranging from community clubs and afternoon teas to gala dinners and bowling evening.



Follow and share on social media

Follow us on Facebook (@AgeConcernSouthendonSea) and Twitter (@ACSOSSouthend) and help spread the word by liking, loving or sharing our posts and events.

Donate raffle prizes

We are always in need of good quality raffle prizes to help us raise funds to provide our services. Anything from unwanted gift sets to bottles of wine and chocolates are always appreciated!



Application form



Please tick the role (or roles) you would like to be considered for:

- | | |
|---|---|
| <input type="checkbox"/> Face to face befriender | <input type="checkbox"/> Telephone befriender |
| <input type="checkbox"/> Group befriender | <input type="checkbox"/> Driver |
| <input type="checkbox"/> Receptionist | <input type="checkbox"/> Office assistant |
| <input type="checkbox"/> Club host | <input type="checkbox"/> Cafe assistant |
| <input type="checkbox"/> Events/fundraising assistant | <input type="checkbox"/> Handyman/gardener |

Your details

Title: Mr/Mrs/Ms etc

First name(s):

Surname:

Address:

Postcode:

Date of birth:

Home telephone no:

Mobile no:

Email address:

Any medical conditions we may need to know about?

Do you hold a UK driving license? Yes (full) Yes (provisional) No

Next of kin - in case of emergency

First name(s):

Surname:

Address:

Postcode:

Contact telephone no:

Availability

Please tick when you are available to volunteer:

- | | | |
|---------------------------------------|---------------------------------------|--|
| <input type="checkbox"/> Monday AM | <input type="checkbox"/> Monday PM | <input type="checkbox"/> Monday Evening |
| <input type="checkbox"/> Tuesday AM | <input type="checkbox"/> Tuesday PM | <input type="checkbox"/> Tuesday Evening |
| <input type="checkbox"/> Wednesday AM | <input type="checkbox"/> Wednesday PM | <input type="checkbox"/> Wednesday Evening |
| <input type="checkbox"/> Thursday AM | <input type="checkbox"/> Thursday PM | <input type="checkbox"/> Thursday Evening |
| <input type="checkbox"/> Friday AM | <input type="checkbox"/> Friday PM | <input type="checkbox"/> Friday Evening |

Application form (contd.)



Please tick when you are available to volunteer:

- | | | |
|--------------------------------------|--------------------------------------|---|
| <input type="checkbox"/> Saturday AM | <input type="checkbox"/> Saturday PM | <input type="checkbox"/> Saturday Evening |
| <input type="checkbox"/> Sunday AM | <input type="checkbox"/> Sunday PM | <input type="checkbox"/> Sunday Evening |

Please confirm you have read, and agreed to abide by, the code of conduct set out in your volunteer handbook: Yes

About you

Qualifications, training and experience:

Tell us about your work experience, any past volunteering and any relevant qualifications you have completed

Hobbies and interests:

Tell us about what you like to do in your spare time

Drivers only

Do you own your own car? Yes No

If no, do you have access to a car you can use? Yes No

Are you qualified to drive a minibus (D1 on your license)? Yes No

Have you ever had MIDAS training? Yes No

Please note that your details will be stored securely in our offices until 12 months after your volunteering has ended. You can update your details at anytime by contacting us on 01702 345373 or by emailing enquiry@acsos.co.uk.

By completing this form you agree to abide by our code of conduct and to Age Concern Southend contacting you regarding your volunteering role.

References



We require 2 references from all our volunteers. This can be a friend, a work colleague, a tutor or a neighbour but it must not be a relative. Please let your referees know that we will be getting in touch.

Please fill in your referees details below:

Referee 1:

Title: Mr/Mrs/Ms etc

First name(s):

Surname:

Address:

Postcode:

Telephone no:

Email address:

How do they know you?

Referee 2:

Title: Mr/Mrs/Ms etc

First name(s):

Surname:

Address:

Postcode:

Telephone no:

Email address:

How do they know you?

Office Use Only

Reference 1 received:

Reference 2 received:

Data Protection



Age Concern Southend on Sea CIO are committed to respecting and protecting your privacy in line with GDPR (General Data Protection Regulations). To see our full policy please contact our office on 01702 345373 or email us on enquiry@acsos.co.uk.

We may change this policy from time to time so please check with the office occasionally to ensure that you're happy with any changes. By volunteering with Age Concern Southend, you are agreeing to this policy.

Personal Information

If you choose to provide us with any information by which you can be identified such as name, address etc, you can be assured that it will only be used to support your relationship with Age Concern Southend on Sea CIO.

Our promise

- We never sell your details to any third parties
- You can choose how you are contacted (we will never contact you if you ask us not to)
- You can choose the information you receive
- Every year we will check with you that your details and how we are contacting you are correct

Updating your information

You can update your personal information and how we contact you by emailing us at enquiry@acsos.co.uk or by calling the office on 01702 345373.

Your permissions

If you would like to be contacted by Age Concern Southend for marketing and fundraising purposes we require your permission in line with GDPR.

Title: Mr/Mrs/Ms etc

First name(s):

Surname:

Address:

Postcode:

Telephone no:

Email address:

I give my permission for Age Concern Southend to contact me for marketing and fundraising purpose by: (tick as required)

Direct mail

Telephone

Email

Please sign me up to Age Concern Southend's e-newsletter: Yes please

Equal Opportunities



To help us monitor our equal opportunities please answer the following questions. These answers will be kept separately to your application and will remain anonymous.

Age Group

How old are you?

- 16-21 21-30 31-40
 41-50 51-60 61+

Gender

What gender do you identify as?

- Male Female Inter-sex
 Non-binary Other (please state)

Ethnicity

What is your ethnic background?

- White British White Irish White (other)
 Black British Black African Asian British
 Asian Indian Asian Pakistani Asian Bangladeshi
 Asian (other) Chinese Japanese
 Mixed heritage Other (please state)

Disability

Do you consider yourself to have a disability or health condition?

- Yes No Prefer not to say

Sexual Orientation

What is your sexual orientation?

- Heterosexual Gay Lesbian
 Bisexual Pansexual Prefer not to say
 Other (please state)