8. Volunteer role profiles
Books on wheels volunteer

Reports to: Local service manager

Overview
To deliver and collect library books, CDs etc for older/housebound people.

Key tasks
• Deliver library books, CDs etc to service users
• Discuss reading and listening preferences
• Safe, warm and well checks
• Chat with service users
• Report any concerns to the appropriate person

Time commitment
• Flexible according to the needs of the service and your availability

Benefits to volunteer
• Helping older/housebound people in your local community
• Contributing to the work of WRVS
• Making new friends

Skills Required
• An interest in books
• Friendly personality
• Good communication skills
• Confidentiality
• Current driving licence

Training
Training relevant to the role will be provided by WRVS.

Location
Within your local community according to the needs of the service and its users.
Café/tea bar volunteer

Reports to: Local service manager

Overview
To assist in providing refreshments in WRVS café/tea bar.

Key tasks
• Preparation of the kitchen and/or sales counter prior to opening
• Ensure stock is rotated and ‘sell/use by’ dates are adhered to
• Inform service manager of low stocks, faulty equipment and any daily problems
• Serve refreshments to customers. This may include heating some foods although most items will be pre-packed
• Taking customer payments, operation of till and daily cash reconciliations
• Clearing tables
• Ensure the café/tea bar displays a professional image and complies with health & safety and food hygiene regulations
• Wear clothing as directed and provided by your manager
• Ensure unit is clean and secure on closing

Time commitment
• Flexible arrangements according to opening times and your availability but volunteers normally complete a 3 or 4 hour shift. Many of our cafés/tea bars operate across seven days and are open from 8.00 am until 8.00 pm. Opportunities are therefore available during weekends and evenings as well as during normal working hours Monday to Friday.

Benefits to volunteer
• Catering experience
• Working in a hospital environment
• Contributing to your local hospital
• Contributing to the work of WRVS
• Making new friends
• Personal development

Skills Required
• Organisational skills
• Friendly and welcoming personality
• Ability to volunteer in a busy environment
• Team working

Training
Training will be provided in respect of health & safety, food hygiene, operation of till and cash reconciliation.

Location
Service based.
Good neighbours volunteer

Reports to: Local service manager

Overview
To visit older people in their homes to help them maintain independence and get more out of life.

Key tasks: (activities will vary but may include)
• Carrying out safe, warm and well checks
• Providing information and support to help the service user access other services
• Simple everyday practical tasks in the home
• Chatting to and befriending service users
• Post office and/or prescription collections
• Assisted shopping
• Assisted food preparation
• Telephone support
• Providing transport and/or social outings
• Delivering books
• Helping with care of pets

Time commitment:
• Flexible according to the needs of the service and your availability

Benefits to volunteer:
• Helping older people in your local community
• Contributing to the work of WRVS
• Making new friends
• Personal development

Skills Required:
• Friendly personality
• Good communication skills
• Confidentiality

Training:
Training relevant to the role will be provided by WRVS.

Location:
Within your local community in accordance with the needs of the service and its users.
Volunteer shop assistant

Reports to: Local service manager

Overview
To help in a WRVS hospital shop. Our shops sell snacks, non-alcoholic drinks, hygiene and other products to hospital patients, visitors and staff in order to raise funds for hospital equipment.

Key tasks:
• Preparation of the sales counter prior to opening
• Ensure stock is rotated and ‘sell/use by’ dates are adhered to
• Inform service manager of low stocks, faulty equipment and any daily problems
• Sell snacks, non-alcoholic drinks, hygiene and other products (cards, books) to shop customers
• Taking customer payments, operation of till and daily cash reconciliations
• Ensure service displays a professional image and complies with health & safety and food hygiene regulations
• Wear suitable protective clothing if instructed by service manager
• Ensure unit is clean and secure on closing
• To attend relevant training and information days if required and support the implementation of new policies and procedures

Time commitment:
• Flexible arrangements according to opening times and your availability but volunteers normally complete a 3 or 4 hour shift. Many of our shops operate across seven days and are open from 8.00 am until 8.00 pm. Opportunities are therefore available during weekends and evenings as well as during normal working hours Monday to Friday

Benefits to volunteer:
• Retail experience
• Working in a hospital environment
• Contributing to your local hospital
• Contributing to the work of WRVS
• Making new friends
• Personal development

Skills Required:
• Organisational skills
• Friendly and welcoming personality
• Ability to work in a busy environment
• Team working

Training:
Training will be provided in respect of health & safety, food hygiene and the operation of till and cash reconciliation.

Location:
Service based.
Community resilience volunteer

**Reports to:** Local service manager/team manager of relevant service

**Overview**
To provide additional support to local services in times of need. To use skills already learnt to provide additional support to local service delivery and to the local community. For example delivering a meal where normal meals on wheels cannot get through, acting as a flu friend in times of pandemic, helping set up an emergency centre in a situation where the statutory services cannot get through or are overwhelmed with other calls on their time.

**Key tasks**
- To be a CRB/CRBS-checked, WRVS volunteer registered as a community resilience volunteer
- To understand the likely roles to be undertaken by community resilience volunteers
- To undertake relevant training – for example food hygiene, health and safety – if not already trained in another project
- To understand the services provided by WRVS in your area
- This is not a 24/7/365 role unlike the emergency response role

**Additional opportunities**
In addition to the above there will be opportunities for volunteers to speak to local groups on the activities of WRVS and how it fits into community resilience and the ability of a community to respond to, and recover from, emergencies.

**Benefits to volunteer**
- Helping your local community in time of need
- Reimbursement of authorised travel costs at the WRVS rate

**Time commitment**
- Even though not a 24/7 role some calls may extend outside normal working hours

**Key skills required**
- Ideally will already be involved in their local community
- Have good organisational skills
- Some knowledge of emergency procedures

**Training**
Training relevant to the role will be provided by WRVS.
Volunteer team leader
– emergency response

Reports to: Team manager or service delivery manager

Overview
To co-ordinate a WRVS emergency response team in times of emergency and contribute towards recovery and resilience in local area where appropriate.

Key tasks
• To co-ordinate a WRVS team in times of emergency
• To liaise with team manager and/or local service managers and other team leaders
• To understand the roles of WRVS in an emergency in your area

Time commitment
• Due to the nature of emergency work some unsociable hours may be involved

Benefits to volunteer
• Helping your local community in times of need
• Reimbursement of authorised travel costs at the WRVS rate

Skills required
• Ideally be able to drive, have good organisational skills and some knowledge of emergency procedures
• A proven ability to interact with both employees and volunteers and some knowledge of the voluntary sector is desirable
• Ability to work under pressure and as part of a team

Training
Training relevant to the role will be provided by WRVS.
Volunteer team manager – emergency response

Reports to: Service delivery manager

Overview
To manage WRVS response teams in conjunction with team leaders within a designated area in accordance with WRVS policy and procedures and contribute towards recovery and resilience where appropriate.

Key tasks
• to liaise with the service delivery manager including advising of periods of absence and volunteer recruitment requirements
• to co-ordinate local call outs through team leaders
• to liaise with other WRVS local service managers in the area
• to liaise with team leaders and volunteers in the geographic area
• to encourage volunteers to attend local WRVS meetings, gittings and other events
• to assist with recruitment/induction/training and retention of volunteers in accordance with WRVS procedures
• to be customers’ local contact and participate in multi-agency groups as appropriate
• to co-ordinate training sessions for volunteers/team leaders in conjunction with service delivery manager
• to perform other such duties as are reasonably requested by management

Time commitment
• Due to the nature of emergency work the post holder should be prepared to work at unsociable hours if the need arises

Skills required
• Ideally be able to drive, have good organisational skills, be computer literate and have some knowledge of emergency procedures
• A proven ability to interact with both employees and volunteers and some knowledge of the voluntary sector is desirable
• Attendance at training courses such as health and safety and food hygiene in addition to the team manager training will be required

Some travel will be required within your locality. You will use your own transport or public transport which will be reimbursed at WRVS rates.
Emergency response volunteer

Reports to: Team leader/team manager

Overview
To be part of a local team prepared to respond 24/7/365 to emergencies in your community.

Roles include provision of services in evacuation centres after, for example, mass flooding, support to vulnerable individuals affected by prolonged power cuts and emergency feeding for blue light and other organisations engaged in ongoing emergency situations. Our role can continue into the recovery stage after an emergency providing support to those affected.

Key tasks
• To attend training as required
• To comply with WRVS policies and procedures for emergency response, recovery and resilience
• To respond to emergency calls, subject to availability
• To promote WRVS involvement in response, recovery and resilience
• To keep team leader/manager informed of prolonged absences from the area

Time commitment
• Due to the nature of emergency work some unsociable hours may be involved

Benefits to volunteer
• This role is ideal for those who want to volunteer to help their community but do not want a regular commitment
• Helping your community at times of emergency
• Making new friends

Skills required
• Flexibility is essential
• The ability to work under pressure and as part of a team is essential
• No specific skills or knowledge required as full training will be given

Some travel will be required within your locality which will be reimbursed at WRVS rates.
Outcome co-ordinator

Role
To meet with older people to find out how WRVS can provide the practical support they need to help them live the life they want identifying how WRVS can provide activities, support and services to achieve the outcomes they want.

Overview
WRVS purpose is “to deliver practical support through the power of volunteering, so older people get more out of life”. While we are already the largest voluntary service working in the field and our services are highly valued by those who benefit from them, we want to transform the way we work so that the older person is at the heart of everything we do.

To do this we need to talk with them and identify what sort of outcomes they want for themselves. Once we know this we can shape our services to meet these needs, or we can signpost them to other organisations who can help do so. In this way we can help more people more effectively.

Key tasks
• Explain the way we work – our code of conduct
• Meet with older people and talk with them to explore the outcomes that would make the best difference to their life
• Listen and note down these outcomes
• Complete a form with the person highlighting the practical service they would like
• Explain the next steps – matching the person with volunteers, services and timescales
• Review the stated outcomes with another volunteer/co-ordinator in order to see how best these could be met through WRVS or other services
• Meet again with the person to inform them of the service solution
• Explain the service being offered with necessary details, leave written information with older person and contact details
• Signpost to another service if necessary and agreed with the older person
• After a period of three months, six months and twelve months evaluate/re-evaluate delivery of outcomes and any further requirements
• Carry out an impact assessment report with the older person after a period of six and twelve months

Key skills required
• Good communication skills, to include listening, questioning, clarifying, observation, and responding
• Ability to provide feedback and information to a co-ordinator
• Ability to complete basic administration tasks including the completion of forms
• Good time management
• Knowledge of confidentiality requirements
• Non judgemental
• An interest in helping older people live the lives they want
• A good conversationalist
• Ability to travel around the area to visit people
• Personal, professional, positive, practical

Other information
• Will need to be CRB/CRBS checked
• Volunteer for a minimum of four hours per week
• Travel expenses re-imbursed

Training provided – 4 hour session
• Structure of the meeting to include introduction, WRVS services, communications skills – question, listening, clarifying and summarising
• An explanation of outcomes based approach
• Completion of forms
• Legal requirements – health and safety, protection of vulnerable adults, confidentiality