

Role Description



Role Title: Day Centre Volunteer
Reports to: Day Centre Manager
Based at: All Hallows Day Centre, Ditchingham
Hours: Full-Day or Half-Day Session(s)

Role Purpose

Empanda provides day care for frail, elderly, housebound people, many of whom are also affected with dementia or mental health problems, offering main carers an opportunity to have a break as well as offering older people who are socially excluded an opportunity to mix and participate in stimulating and interesting activities. Day care is open to anyone living in Ditchingham or the surrounding area.

Day Centre volunteers assist the staff to ensure that customers are comfortable during their visit and assist with, or take the lead, with activities organised for our customers either on a 1-2-1 basis or in small groups.

Main Responsibilities

1. To help older people maintain their dignity and independence by assisting in a community based day care centre.
2. To assist with, or take the lead in planning and running activities for customers on a 1-2-1 basis or in small groups.
3. To take personal responsibility for demonstrating the aims of the Empanda Equality and Diversity objectives.
4. To take personal responsibility for own Health, Safety and Welfare and that of colleagues in the workplace and service users.

Key Tasks

1. To establish, maintain and develop relationships with customers and staff within the Day Centre.
2. To greet customers when they arrive, take coats and help them to settle in the Day Centre lounge.
3. To help with laying the tables for lunch, making and serving refreshments.
4. To help the staff as required throughout the day.

5. To assist customers on day trips and outings.
6. To adhere to the policies and practices of Empanda Care & Support Ltd CIC, in particular, those relating to health and safety, equality and diversity and safeguarding.

Person Profile

Selection Criteria A = Application form I = Interview T = Test D = Desktop or other practical exercises	Essential or Desirable (E, D)	Assessment Method (A, I, T, D)
Experience: 1. Experience in a volunteering role. 2. Experience of working with older people	D D	A, I A, I
Qualifications: 1. Basic Food Hygiene Training 2. First Aid Training	D D	A A
Skills: 1. Empathy with older people. 2. Conscientiousness, care and compassion. 3. Good communication skills. 4. Reliability and trustworthiness. 5. An interest in developing activities for older people. 6. A willingness and ability to participate in mandatory training sessions as and when required. 7. A willingness and ability to work as part of a team. 8. A reasonable level of fitness.	E E E E E E E D	I I A, I I A, I I I A, I

Empanda Care & Support Ltd CIC volunteers work with vulnerable frail older people and therefore will be subject to an enhanced check from the Disclosure & Barring Service under the Protection of Vulnerable Adults policy.