

Volunteer Role Description



Outreach Volunteer

The Wimbledon Guild is dedicated to supporting ageing, encouraging mental wellbeing and tackling poverty throughout the London Borough of Merton. We support as many local people as we can and help them through challenging periods of their lives. Our aim is to be there for anyone who might need our help.

Outreach volunteers make a massive difference for our older community in Merton and are committed to helping older people live independent and fulfilled lives. You too can make a big difference that is appreciated and valued.

Some of our Outreach customers have little or no social contact and a support from an Outreach volunteer can make a very real difference to their life – something to look forward to each week!

What will you be doing?

- Visiting an isolated older person in their own home (usually weekly) and offering companionship
- Supporting them with their shopping if they are still mobile and lacking confidence out and about.
- Accompanying to Hospital/ GP appointment
- Accompanying them on a walk or out for a coffee if they are mobile (driving when/if appropriate)
- Any other activities mutually agreed by both volunteer and customer
- Providing regular reports to the Outreach manager via a Wimbledon Guild email address

Is this role right for you?

- Our volunteers don't need any particular qualifications, just a passion for helping others
- Essential skills required for this role include a positive and non-judgemental attitude, active listening skills, reliability, patience, an understanding of and ability to maintain boundaries, confidentiality, an ability to empathise

Who will you volunteer with?

- Visits are on a one-to-one basis, although you will be accompanied by one of the outreach team member for the initial meeting.
- You will have the full support of The Wimbledon Guild staff team and we will always check with you to see how things are going

What is the commitment?

- Just a few hours a week can make a huge difference to someone's wellbeing. This could be weekdays, weekends, mornings, afternoons, or evenings. As it is based on mutual agreement between the Volunteer and the Customer, times are often flexible
- Due to the nature of the role we ask for a minimum commitment of 6 months
- You will also deliver short customer update reports to the manager via a Wimbledon Guild email address which we will provide for you.
- Adhering to Wimbledon Guild policies and procedures, including data protection and confidentiality.

What can you expect from The Wimbledon Guild?

- A satisfying and rewarding experience – a chance to make a very real difference in someone's life
- The chance to develop new skills
- Feeling part of a vibrant and dedicated team
- Training including Mobility Awareness Training and/or other relevant training (great for your CV!).
- Reimbursed out of pocket expenses

Get in touch and make a difference!

**Please be aware a criminal background (DBS) check is essential for this role.*

In compliance with the Data Protection Act 1998 all personal data gathered will be stored in a secure environment by the Wimbledon Guild and may be used for marketing purposes. We do not share your data with third parties. Registered Charity No. 200424.

Contact our Volunteer Manager for more information and an application form.

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