

# Volunteer Role Description



Support from the heart of the community

## Outreach Volunteer

The Wimbledon Guild is a dynamic charity with a longstanding heritage that helps local people to lead a better life by tackling poverty, supporting ageing and encouraging mental well-being. The Wimbledon Guild provides support from the heart of the community by reaching out to people throughout the borough of Merton with a range of services.

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 a outreach volunteer can make a very real difference to their life – something to look forward to each week!

### What will I be doing?

- Visiting an isolated older person in their own home (usually weekly) and offering companionship
- Support Customer with their shopping if they are still mobile and lacking confidence out and about.
- Accompanying to Hospital/ GP appointment
- Accompanying customer out for a walk/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 me?

- 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 I 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.

### What can I 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 some roles require a criminal background (DBS) check.*

Contact Nick, our Volunteer Coordinator, for more information and an application form.  
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