

Volunteering Opportunities Matrix

July 2023



You can make a difference to the lives of older people in Nottingham and Nottinghamshire.

People of all ages and all walks of life volunteer for Age UK Nottingham & Nottinghamshire and we couldn't do our work without them. Below are all the volunteering opportunities that the charity currently offers.

Role Title	Older Person's Advisory Panel Panellist
Location	Nottingham/Home Based
Time Commitment	The charity holds 4 meetings (mix of online and in-person meeting) per year which are at least 2-hours with expected reading and preparation time beforehand. Depending on agreed actions, Panellists may be asked to dedicate some time to activities within the community or for the charity outside of the meetings.
Tasks	<p>Panellists will inform and influence the support Age UK Notts offers to older people and help the charity deliver services that older people need and value. The tasks you may be involved in include:</p> <ul style="list-style-type: none"> • Supporting our charity and its aims and act as an ambassador for our services and projects and the wider Age UK network • Ensuring our charity is aware of emerging needs and issues related to older people in the City and County that could influence future planning. • Representing the wider community of older people and their interests – including topics such as social, health, wealth and longer-term needs • Developing an understanding of customer service within the charity and how it can be improved for older people • Maintaining a positive commitment to, and active promotion of, Age UK Notts' Equality, Diversity and Inclusion Policy
Skills / interests needed	<ul style="list-style-type: none"> • Integrity • A commitment to the charity • A willingness to devote the necessary time and effort. • Good, independent judgement • A willingness to speak their mind. • An ability to work effectively as a member of a team
Process	Application Form, Interview, References will be taken, Basic DBS check
Training	Induction plus training specific to the role

<p>Role Title</p>	<p>Volunteer Befrienders (Visiting)</p>
<p>Location</p>	<p>We are specifically recruiting for volunteers in selected postcodes: x 2 NG19 (Mansfield) x 1 NG17 (Kirkby in Ashfield) x 1 NG21 (Blidworth) x 1 NG24 (Newark) x 1 S81 (Worksop) x 1 NG15 (Hucknall) (This position is open to female only applicants)</p>
<p>Time Commitment</p>	<p>Minimum of one hour per week, every week We are recruiting for volunteers with good weekday & weekend DAYTIME availability</p>
<p>Tasks</p>	<ul style="list-style-type: none"> • Visiting older person/s in their own home/s on a regular basis • Providing friendship and companionship • Chatting and socialising • Playing Board Games • Playing cards or dominoes
<p>Skills / interests needed</p>	<ul style="list-style-type: none"> • Individuals with a genuine interest in the wellbeing of older people • Flexibility • Ability to travel to individual addresses in the local community either by car or by public transport
<p>Process</p>	<p>Application Form, Interview, References will be taken, Basic DBS check</p>
<p>Training</p>	<p>Induction plus online training specific to the role</p>

Role Title	Volunteer Shop Assistants (Sutton in Ashfield)
Location	Age UK Notts, Sutton in Ashfield, 29 Forest Street, Sutton in Ashfield, Nottinghamshire, NG17 1DA
Time Commitment	A minimum of a morning or an afternoon – we are specifically looking for volunteers Wednesday to Saturday 10am – 4pm at our Sutton in Ashfield Shop.
Tasks	<ul style="list-style-type: none"> • Ensuring customers experience excellent customer service • Maintaining the look of the shop displays so that customers have a positive shopping experience • Restocking shelves and rails as and when needed • Maintaining a tidy, clean and safe shopping / working environment • Following appropriate till training, taking and processing payments from customers (including card payments) • Sorting through donations • Signposting clients to our Connect Service • Promoting Advantage Mobility products and services • Opportunity to use the internet to share real-time information on Social Media
Skills / interests needed	<ul style="list-style-type: none"> • An enjoyment of chatting with customers and offering good customer service • An ability to get on well with others and to volunteer as part of a team • A calm, sensitive, personable and positive approach • A willingness to learn how to use the shop tills and to process card payments • Experience of the internet to share information on social media is advantageous but not essential
Process	<p style="text-align: center;">Application Form Interview References will be taken Basic DBS check</p>
Training	Induction plus training specific to the role

<p>Role Title</p>	<p>Volunteer Drivers Mate/Stockroom Assistant (Sutton in Ashfield)</p>
<p>Location</p>	<p>Age UK Notts, Sutton in Ashfield, 29 Forest Street, Sutton in Ashfield, Nottinghamshire, NG17 1DA and throughout Nottinghamshire</p>
<p>Time Commitment</p>	<p>We are specifically looking for volunteers to cover either Friday and/or Saturday 9.30am – 4.30pm based from our Sutton in Ashfield Shop.</p>
<p>Tasks</p>	<ul style="list-style-type: none"> • Travelling with the driver to pick up donated items (furniture, white goods, bric-a-brac, clothing, or a mix of all 4) • Completing deliveries with the driver to customers' homes • Processing items at Ransom Wood storage unit when there is no room to deposit them straight into the shop. • Supporting staff to manage the stock room within the Sutton shop – keeping racking clean and tidy, organising space to maintain good health and safety systems. • Accepting donations from supporters that visit the shop and encouraging those who are taxpayers to sign up to Gift Aid to increase the value of the donation when sold by 25%.
<p>Skills / interests needed</p>	<p>Essential</p> <ul style="list-style-type: none"> • Physical fitness and the ability to lift and move heavy furniture • Ability to offer a good level of customer service and good interpersonal skills • A willingness to complete a variety of tasks both in the shop and at the Ransom Wood storage unit <p>Desirable</p> <ul style="list-style-type: none"> • The ability to drive the van if needed (Luton van or equivalent) will be advantageous. • Own transport to get to Ransom Wood storage unit (public transport is available but takes a long time) <p>For insurance purposes, volunteer drivers are required to be over 21 and under 75</p>
<p>Process</p>	<p>Application Form, Interview, References will be taken, Basic DBS check</p>
<p>Training</p>	<p>Induction plus training specific to the role</p>

Role Title	Volunteer Shop Assistants (West Bridgford)
Location	Age UK Notts, 28a Gordon Road, West Bridgford, Nottingham, NG2 5LN
Time Commitment	A minimum of a morning or an afternoon – we are specifically looking for volunteers Tuesday, Friday, and Saturday 10am -4pm at our West Bridgford Shop
Tasks	<ul style="list-style-type: none"> • Ensuring customers experience excellent customer service • Maintaining the look of the shop displays so that customers have a positive shopping experience • Restocking shelves and rails as and when needed • Maintaining a tidy, clean and safe shopping / working environment • Taking and processing payments from customers (including card payments following appropriate training) • Sorting through donations • Opportunity to use the internet to share real-time information on social media
Skills / interests needed	<ul style="list-style-type: none"> • An enjoyment of chatting with customers and offering good customer service • An ability to get on well with others and to volunteer as part of a team • A calm, sensitive, personable, and positive approach • A willingness to learn how to use the shop tills and to process card payments • Experience of the internet to share information on social media would be advantageous but not essential
Process	<p style="text-align: center;">Application Form Interview References will be taken Basic DBS check</p>
Training	Induction plus training specific to the role

Role Title	Wellbeing at Home Volunteer
Location	We are looking for volunteers across all of Nottingham City
Time Commitment	We are looking for a minimum of 2 hours per week, every week
Tasks	<p>The Wellbeing at Home Volunteer role is to support vulnerable people living in Nottingham City through the provision of practical and social support, and the following are examples of the type of support we are looking for:</p> <ul style="list-style-type: none"> • Shopping • Collecting prescriptions • Wellbeing checks on the phone and in person according to the person's needs • Providing emotional support • Engage in confidence building activities e.g., going for a 'walk and talk', supporting people to go to the shops etc. • Accompanying people to appointments • Information and signposting • Dog walking • Light cleaning
Skills / interests needed	Individuals with a genuine interest in the wellbeing of vulnerable people who are committed to volunteering within the charity's policies and procedures and who will adhere to the volunteering code of conduct.
Process	Application Form, Interview, References will be taken, Enhanced (Adults with barred list) DBS check
Training	Induction plus training specific to the role

<p>Role Title</p>	<p>Dementia Support Volunteers</p>
<p>Location</p>	<p>The Sybil Levin Day Service is located approximately 3 miles outside of Nottingham City Centre (NG8 6AD) and is easily accessible by car, bus, and tram.</p>
<p>Time Commitment</p>	<p>A minimum of either one morning or one afternoon on a weekly basis (Mon-Fri). Specifics to be discussed at interview. <i>Please note that this role requires volunteers who can support for a minimum of 20 weeks.</i></p>
<p>Tasks</p>	<p>The Sybil Levin Day Service is a specialist SPECAL-Led (http://contenteddementiastrust.org/what-is-the-specal-method/) day service supporting people with dementia and their carers using the SPECAL method. The tasks you may be involved with include the following:</p> <ul style="list-style-type: none"> • Assisting centre attendees to engage in activities • Serving meals and drinks. • Helping to set up and clear away activities • Engaging in conversation with centre attendees.
<p>Skills / interests needed</p>	<ul style="list-style-type: none"> • People with a genuine interest in the wellbeing of people with dementia. • A friendly, sensitive and kind approach. • Being comfortable in small groups or on a one-to-one basis. • People with a commitment to always using the SPECAL method whilst at the centre. • Whilst not essential, we are also looking for volunteers who can: Play the piano, Play snooker, Play dominoes
<p>Process</p>	<p>Application Form, Invitation to an immersive session at the Sybil Levin Day Service, Interview, References will be taken, Basic DBS Check</p>
<p>Training</p>	<p>Induction plus online training specific to the role You will also need to attend mandatory online 1-hour SPECAL training prior to commencing your role</p>

<p>Role Title</p>	<p>Volunteer Walk Leaders</p>
<p>Location</p>	<p>We are specifically looking for volunteers who can support a walk on a Friday morning at either The Embankment, Bulwell Boggs or Sutton Lawns.</p>
<p>Time Commitment</p>	<p>Minimum of one walk per week, every week on a Friday morning. We are looking for volunteers who have availability during non-term times and school holidays.</p>
<p>Tasks</p>	<ul style="list-style-type: none"> • Giving a brief talk before the walk to make sure everyone is prepared, and welcoming new walkers • Leading and managing walks, usually jointly with other walk leaders (including ‘back marking or middle marking’ as well as leading from the front. • Making sure walks are welcoming, friendly, enjoyable, and safe • Trouble shooting and dealing with problems on walks, with the support of your scheme coordinator • Providing information about other Age UK Notts services and other walks offered by the scheme, and basic information about how to keep active • Making sure paperwork such as registration forms and registers are completed
<p>Skills / interests needed</p>	<ul style="list-style-type: none"> • Friendly, welcoming, and empowering with good communication skills • Knowledgeable about the basics of the benefits of walking and physical activity • Reliable, punctual, and well-organised • Ability to volunteer independently • Confident at speaking in front of small groups & able to take control and be assertive when needed • Able to provide basic paperwork punctually and accurately
<p>Process</p>	<p>Application Form, Interview, References will be taken, Basic DBS check</p>
<p>Training</p>	<p>Induction plus training specific to the role You will need to undertake mandatory half day Walk Leader Training prior to fully leading a walk</p>

Role Title	Men in Sheds Administration Volunteer
Location	The Workop Shed is located at Unit 2, Kilton Terrace, Kilton Road, Worksop, Nottingham, S80 2DQ
Time Commitment	Up to half day each week during the shed opening times (Mon - Thurs: 9am - 4pm)
Tasks	<ul style="list-style-type: none"> • Data entry onto the Charity’s electronic database system • Typing standard letters • Shredding confidential documents • Photocopying and printing leaflets, fact sheets, forms, as and when required • Helping with large mail outs and preparing for events • Filing documents using relevant systems • Answering phone calls and taking messages at shed. • Any other tasks as and when required, as agreed between the Volunteer and Lead Men in Sheds Volunteer • Monitoring the Men in Sheds email account • Volunteering in line with the Charity’s policies and procedures and adhering to the Volunteer Code of Conduct
Skills / interests needed	<ul style="list-style-type: none"> • An enjoyment of chatting to older male service users who may be lonely and isolated • A genuine interest in the wellbeing of older people • Good standard of literacy and numeracy • An honest and reliable person with a friendly personality • Ability to follow instructions • Understanding of the importance of confidentiality • IT & internet skills (further training can be provided)
Process	Application Form, Interview, References will be taken, Basic DBS check
Training	Induction plus online training specific to the role

Role Title	Men in Sheds Volunteers at Daybrook, Blidworth and Worksop
Location	<p>The Daybrook Shed is located at The Stores Building, Jubilee House Compound, Nottingham Road, Daybrook, Nottingham, NG5 6LU, the Worksop Shed is located at Unit 2, Kilton Terrace, Kilton Road, Worksop, Nottingham, S80 2DQ and the Blidworth Shed is located at Unit 4, Boundary Court, Gilbert Way, Burma Road Industrial Estate, Blidworth, Nottinghamshire, NG21 0RT</p>
Time Commitment	A full day, or half day on a regular basis dependent upon the opening times.
Tasks	<ul style="list-style-type: none"> • Unlock the workshop and prepare the session • Ensure the workshop is left clean and tidy at the end of the session and lock up • Supervise workshop sessions, alongside another volunteer • Collect or oversee the payment of member subscriptions, and ensure attendance is recorded • Assist and encourage members if needed with projects • Agree with members in advance on the price of projects that members make • Take payment for items when finished, issue a receipt, and record the sale • Meet & greet potential new members, visitors & ensure they comply with all safety requirements and to sign in
Skills / interests needed	<ul style="list-style-type: none"> • An enjoyment of chatting to older male service users who may be lonely and isolated • Friendly personality and approachable manner • Ability to use own initiative to work alone, or as part of a team • Understanding of the workshop environment and/ or working with power tools • Appreciation of the need to follow health and safety guidelines
Process	Application Form, Interview, References will be taken, Basic DBS check
Training	Induction plus training specific to the role, First Aid Training

<p>Role Title</p>	<p>Volunteer Digital Champion</p>
<p>Location</p>	<p>We aim to match volunteers with a service user in your locality but also require individuals who can travel to individual addresses in selected areas across Notts either by car or public transport. We are specifically seeking to recruit volunteers in Mansfield, Ashfield and Newark.</p>
<p>Time Commitment</p>	<p>As and when required, although ideally, we are looking for volunteers who can provide a minimum of 4-6 weeks volunteering and offer 2/3 days per week, which could involve daytime/evening and weekend sessions to suit you and the older person/group. Sessions and workshops will be delivered either face to face or remotely over the phone or video call, dependent upon the needs of the individual.</p>
<p>Tasks</p>	<p>The purpose of this role is to provide personalised digital/IT support to older people to gain or improve technical skills and to become digitally included. Tasks will include:</p> <ul style="list-style-type: none"> • Liaising with the Project Coordinator and Digital Outreach worker to be matched with older people with similar interests, skills, competencies, and availability. • Using pre-existing templates and resources, creating personalised sessions plans for individual clients to support them to meet their goals. • Delivering and providing 1:1 support and group workshops with older people to develop their digital skills and confidence. • Collecting monitoring information from clients' sessions and sharing with the Project Coordinator.
<p>Skills / interests needed</p>	<ul style="list-style-type: none"> • Individuals with a genuine interest in the wellbeing of older people • IT literate with good digital skills • Individuals who can work with learners with different levels of knowledge and skill • Individuals who have the confidence to deliver and teach both group and 1:1 activities clearly • Excellent interpersonal skills, and time management and organisational skills • Ability to maintain confidential communication where applicable.
<p>Process</p>	<p>Application Form, Interview, References will be taken, Enhanced DBS check</p>
<p>Training</p>	<p>Induction plus training specific to the role</p>

<p>Role Title</p>	<p>Community Response Service Volunteers</p>
<p>Location</p>	<p>We are looking for volunteers across all of Nottingham, Nottinghamshire, and Bassetlaw</p>
<p>Time Commitment</p>	<p>We are looking for a minimum of 2 hours per week, every week</p>
<p>Tasks</p>	<p>The “Community response service” aims to improve the quality of care of older people in the community and release capacity in our urgent health and social care services. Tasks will include:</p> <ul style="list-style-type: none"> • Nonclinical support whilst awaiting ambulance arrival / carer support • Social interaction and companionship • Shopping or supporting to arrange online shopping or deliveries/Collecting prescriptions • Monitoring general well-being and emotional support and confidence building • Support for individuals to make appointments and transport arrangements • Encouraging healthy lifestyles and encouraging citizens to eat, drink and take appropriate exercise • Helping people complete forms and support with phone calls • Provision of information both verbally and with relevant literature • Introductions to social activities • Signposting and referring to other local internal and external services • Recording of patients records onto the Charity’s electronic database system
<p>Skills / interests needed</p>	<p>Individuals with a genuine interest in the wellbeing of vulnerable people who are committed to volunteering within the charity’s policies and procedures and who will adhere to the volunteering code of conduct. We are also looking for volunteers with good IT skills.</p>
<p>Process</p>	<p>Application Form, Interview, References will be taken, Enhanced (Adults with barred list) DBS check</p>
<p>Training</p>	<p>Induction plus training specific to the role</p>

<p>Role Title</p>	<p>Volunteer Form-Filling Assistants (for our Information & Advice Team)</p>
<p>Location</p>	<p>Hybrid Volunteering: Advice appointments can range from telephone, office appointments and *home visits (*Which are allocated under certain exceptions).</p>
<p>Time Commitment</p>	<p>We are looking for a minimum of at least three hours each week – days and times can be discussed.</p>
<p>Tasks</p>	<p>This volunteer form- filling assistant is an essential role in helping to ensure that people in later life can claim benefits they are entitled to. Tasks will include:</p> <ul style="list-style-type: none"> • Undertaking telephone, office appointments and *home visits with clients and their loved ones. • Working together with clients and their friends and family members to complete benefit claim forms • Building a rapport with clients to identify any other support needs they may have • Recording accurate case notes on our secure electronic database • Assisting the Coordinator in meeting targets of the Service
<p>Skills / interests needed</p>	<p>Essential</p> <ul style="list-style-type: none"> • Individuals with a genuine interest in the wellbeing of older people and a calm, sensitive approach to providing advice to older people, their family, and carers. • IT literate with the ability to record information accurately. • Friendly personality with excellent interpersonal and listening skills. • Ability to treat customers with sensitivity and confidentiality. • A willingness to undertake training essential to the role and attend support sessions and team meetings. <p>Desirable</p> <ul style="list-style-type: none"> • It would be advantageous to have previous experience in any of the essential criteria along with previous experience of either working or volunteering in an advice or advisory role. • A sound knowledge of the health and welfare benefits and claims process and ideally, experience of providing welfare benefits checks. • Ability to accurately complete detailed forms and work alone and using own initiative.
<p>Process</p>	<p>Application Form, Interview, References will be taken, Enhanced DBS check</p>
<p>Training</p>	<p>Induction plus training specific to the role</p>

<p>Role Title</p>	<p>Volunteer Benefits Advisors</p>
<p>Location</p>	<p>Hybrid Volunteering: Advice appointments can range from telephone, office appointments and *home visits (*Which are allocated under certain exceptions).</p>
<p>Time Commitment</p>	<p>We are looking for a minimum of at least three hours each week – days and times can be discussed.</p>
<p>Tasks</p>	<p>The volunteer benefits advisor is to provide vital support to ensure older people are able to meet the extra costs involved in living by claiming the benefits they are entitled to. Tasks will include:</p> <ul style="list-style-type: none"> • Providing support and/or advice in your chosen subject area, within the boundaries laid out by the Service Coordinator, by telephone or face to face office or *home visits. • Identifying signposting opportunities to further support service user. • Assisting the Coordinator in meeting targets of the Service. • Attending workshops, training, or events relevant to your role.
<p>Skills / interests needed</p>	<p>Essential</p> <ul style="list-style-type: none"> • Individuals with a genuine interest in the wellbeing of older people and a calm, sensitive approach to providing advice to older people, their family, and carers. • Previous experience of providing advice about benefit options • IT literate with the ability to record information accurately, and also the ability to work to deadlines. • Friendly personality with excellent interpersonal and listening skills. • Ability to treat customers with sensitivity and confidentiality. • A willingness to undertake training essential to the role and attend support sessions and team meetings. <p>Desirable</p> <ul style="list-style-type: none"> • It would be advantageous to have previous experience in any of the essential criteria. • A sound knowledge of the health and welfare benefits and claims process and ideally, experience of providing welfare benefits checks. • Ability to accurately complete detailed forms and work alone and using own initiative.
<p>Process</p>	<p>Application Form, Interview, References will be taken, Enhanced DBS check</p>
<p>Training</p>	<p>Induction plus training specific to the role</p>

For more information about any of these roles, please contact:

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