

# Volunteer role description

Title:	<b>Live at Home shopping volunteer</b>
Supported by:	<b>You will have a named contact, usually the Manager of the Scheme</b>
Main purpose:	<b>To provide Live at Home scheme members with help with shopping</b>

## 1 Overview of the role

As a Shopping Volunteer your role is to provide support to older people who are Live at Home Scheme Members. The way the shopping service will be delivered but may vary according to local needs – you may be asked to collect pre-shopped and packed orders and delivery these to members; or receive a list of grocery items required and complete the shopping, and take this to members.

It is particularly important at this time of restricted movements, and shielding people who are vulnerable from transmission of illness by contact, to support them with shopping the groceries they need.

## 2 Responsibilities

- To provide a shopping service to one or more Live at Home Scheme member
- To receive a list of grocery items, and shop for the member from the list, selecting the most appropriate alternatives where availability is limited. The shopping activity will usually be limited to one location
- To collect pre-packaged shopping orders
- To shop for other essentials, as agreed. This may include pre-paid utility meter top-ups
- To deliver grocery items to the member's doorstep, maintaining appropriate distance to avoid putting the member at risk
- Report any concerns to the person who supports you e.g. if the older person does not answer the door, or you are concerned about their wellbeing
- Inform your named contact at the earliest opportunity of any change in circumstances which affect your ability to continue with volunteering, such as holidays or periods of time you cannot volunteer

## 3 Skills and qualities needed for this role

- Organisational skills
- Good communication skills
- An understanding of the needs of older people
- You will be reliable and punctual
- Flexibility
- You'll enjoy working with older people

- It would be beneficial if you were a driver with access to a car, but this isn't necessary

#### **4 What training and support will be provided**

- We will provide you with a full induction for the role
- Training on safeguarding, health and safety and other training and updating of skills and knowledge relevant to the role as appropriate
- Manual Handling awareness
- Ongoing support from a named contact
- Out of pocket expenses in accordance with MHA's Expenses Policy

#### **5 Times and Commitment**

- We are flexible in times and days available
- We need help and support during this current period of Covid-19 outbreak

If you are interested in this role please contact **[INSERT LOCAL DETAILS]**.

For more information on MHA and our work please contact us:

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