



Volunteer Role Description

Day Care Assistant

We wish to assure you of our appreciation of your volunteering with us and will do our best to make your volunteer experience enjoyable and rewarding.

The role involves:

- To work under supervision and direction of day centre staff to provide companionship, support and activities for older people in the day centre environment observing the practices and procedures set out in the Age Concern Manchester Staff/ Volunteer handbook.
- To treat clients, staff and fellow volunteers with dignity and respect and to work as part of a team in a way that will promote the well being and enjoyment of the older people who attend day care
- To assist staff with serving of meals and refreshments in the day centre
- To help staff to provide a safe, clean environment for our clients by assisting in light domestic duties.
- To assist and participate in activities in the day centre
- To help staff to provide a consistent, high quality service to day centre clients by being reliable and conscientious.

Your role will also require you:

- To work with staff to provide companionship support to older people who may have complex mental and physical health needs.
- To help staff to provide appropriate activities within the day centre and to help the day centre clients to participate in those activities

- To help with domestic tasks as directed by day centre staff. These tasks may include washing dishes, setting tables and general light domestic duties that help to maintain a safe, clean environment for our clients
- To follow health and safety guidelines and work with staff to maintain a safe environment within the day centre
- To assist staff with serving of meals and preparation and serving of snacks and refreshments.
- To be aware that it is not the role of volunteers to be involved in tasks such as personal care (toileting, bathing, changing clothes ect) or manual handling (lifting or moving clients) and to inform a member of staff if a client requests this sort of assistance.
- To report immediately to staff if there is any risk to our clients or if it is felt that a client is unwell or distressed.
- To protect the interest of the day centre clients by demonstrating an understanding of issues of confidentiality
- To be willing to undertake induction training, work to guidelines and policies on Health & Safety, confidentiality, equal opportunities ect.

The skills requires for this role are:

- Good oral and communication skills
- Understanding of the need for confidentiality
- An ability to demonstrate patience, sensitivity and reliability
- Sense of humour
- An ability to respond appropriately to different and sometimes difficult situations.

Suggested hours:

To be mutually agreed between the Volunteer and Day Centre Manager

Location:

Age UK Manchester
 Crossacres Resource
 1 Peel hall Road
 Wythenshawe
 Manchester
 M22 5DG

Expenses:

Age UK Manchester will repay any agreed expense (bus fares, ect) on production of receipts paid out in the course of journeys, so that you are not out of pocket. Travel expenses will be paid on mileage basis for all authorised journeys taken