

## Thirsk Community Care

### Volunteer Role Description – Shopping Support Volunteer

**Based at:**

14a Market Place  
Thirsk  
North Yorkshire  
YO7 1LB

**The aim of this role is:**

- To relieve social isolation
- To provide friendship and shopping support to members of the community.

**Role Description**

To carry out a variety of roles as agreed with the Co-ordinator – such as:

- Accompanying and supporting individuals on shopping trips.
- Being part of a group activity, accompanying clients with a team of volunteers on day trips.

**Time Commitment**

As much or as little time as the volunteer is able to give.

**Skills, qualities and experience required:**

**Essential:**

- Empathy for people in socially isolated positions.
- Commitment to our Confidentiality Agreement.
- Commitment to our Equal Opportunity Policy.
- Honesty.
- Non-judgemental approach.
- Willingness to attend training arranged by the co-ordinator.

**Desirable:**

- Willingness to keep a record of dates and times of volunteer activity on timesheets provided and to claim authorised out of pocket expenses.

## **Induction**

*An Induction* will begin on the first day and continue over a period of time.

We will include information about:

- The Organisation.
- Your volunteer role including supervision and support.
- The groups we work with.
- Training.
- Policies and Procedures including:  
Health and Safety, Equal Opportunities, Confidentiality.

## **Support and Supervision**

Support will be provided by the Befriending Scheme Co-ordinator.

## **Insurance**

All staff and volunteers are covered by the organisation's Insurance policy for types of insurance cover available e.g. Public Liability, Employers Liability, and Personal Accident etc. Details of cover will be provided within the Induction process.

Insurance cover whilst using your own private vehicle is not covered as all individuals have to have their own private insurance for this. If you are asked to use your vehicle as part of your voluntary activity insurance should be clarified in advance. This will be covered within the induction process or prior to using your own vehicle.

We would not advise volunteers to make private arrangements with clients. Any new activity requested by a client should be cleared with the Co-ordinator in advance.

Otherwise: Organisation Insurance cover will not be in place and this will be regarded as an activity outside your volunteer role.

Please do not take private photos of your volunteer activity/clients without prior authorisation.