

# VOLUNTEER ROLE DESCRIPTION / SPECIFICATION

**Role Title:** Shopping Support Volunteer during COVID-19 Pandemic

**Responsible to:** Community Projects, Volunteer Now

## Purpose of Role:

The Volunteer Now Community Projects Team is funded by Belfast Health & Social Care Trust and provides support for older, vulnerable socially isolated people in Belfast. As a Shopping Support Volunteer, you will offer support to a person referred to the scheme who is older, self-isolating and does not have family or friends at this time who can go to the shop for essentials. This role will not only help people practically but also help alleviate feelings of worry and anxiety.

## Main Responsibilities:

♦	Communicate with the older person/coordinator regarding shopping required. This may be done over the phone or a note may be left in an agreed location e.g. doorstep/windowsill.
♦	Arrive at the persons home at the agreed time.
♦	Wear ID badge provided.
♦	Wear gloves while shopping to protect yourself and to minimise the risk of passing the virus on.
♦	Shopping to be left on doorstep in bags of reasonable weight enabling the older person to lift and carry them into their home.
♦	Please contact the coordinator once shopping has been dropped off.
♦	Discuss any problems or difficulties with the Community Projects Officer as they crop up.

**Do not enter the persons home and always keep a safe distance of at least 2 metres when at the persons home or while out shopping.**

**Do not undertake this role if you are feeling unwell or have an underlying health condition that could make you more vulnerable to COVID-19.**

## Skills, Experience & Attitude:

♦	Have a helpful and caring manner.
♦	Reliable and trustworthy.
♦	Good listening and communication skills.
♦	Respect confidentiality at all time.

**Hours:** As and when required though we will work around the availability of volunteers.

**Expenses:** Volunteers are entitled to claim out of pocket expenses to the service user's home and return journey. Payment for shopping will depend on the individual and will be agreed with the Community Project Staff. VOLUNTEERS WILL NOT BE ASKED TO, AND SHOULD NOT ACCEPT, CASH OR CARD DETAILS.

**Support:** Regular contact and support from the Community Projects Staff.

**Application Process:** For further information, please contact:

**Community Projects Team  
Volunteer Now  
028 9023 2020**