

<b>Older People's Group volunteer</b>	
<b>Department</b>	Libraries, Arts and Archive Services
<b>Reports to</b>	Library Manager
<b>Purpose</b>	To assist with sessions and activities for older people, in partnership with Age UK Bexley staff or volunteers.
<b>Location/Time</b>	Various mornings at Blackfen , Crayford, Erith and Welling Libraries
<b>Duties</b>	<p>With guidance from library staff and in partnership with Age UK Bexley, the volunteer will assist with the preparation and running of both drop-in and themed sessions for older people, including</p> <ul style="list-style-type: none"> <li>• Put out chairs</li> <li>• Prepare and serve refreshments</li> <li>• Meet and greet older people</li> <li>• Receive any queries about older people's services and signpost to Age UK Bexley as required</li> <li>• Assist and join in with activities</li> <li>• Receive and support any other organisations or individuals who are delivering themed sessions</li> <li>• Be aware of any safe-guarding concerns and report them as required</li> <li>• Clear the area (put away chairs and wash up)</li> <li>• Keep basic monitoring figures (eg attendance, number of enquiries)</li> </ul>
<b>Skills and experience</b>	<ul style="list-style-type: none"> <li>• Enthusiastic and positive outlook</li> <li>• A warm, polite and friendly manner</li> <li>• Empathy with older people</li> <li>• Good communication skills</li> <li>• Reliable and dependable</li> <li>• Organised and able to keep accurate records</li> <li>• Committed to equal opportunities and diversity</li> </ul>
<b>Offer to volunteer</b>	<ul style="list-style-type: none"> <li>• Experience volunteering as part of a team</li> <li>• Gain confidence in dealing with members of the public</li> <li>• Improve your customer care skills</li> <li>• Experience to show on your CV</li> <li>• Reference provided</li> </ul>
<b>Training</b>	Appropriate training and an induction to Age UK Bexley will be given