



Volunteer Shopper Role Description and Person Specification

Role description

Our Volunteer Service aims to support disabled and elderly people in Hackney and prevent their isolation during the outbreak period. The support is flexible, following the agreed boundaries of the person receiving the service and the volunteer, however It doesn't include personal care, advocacy, mentoring or any service covered by a person's care package.

A Volunteer Shopper will be shopping on behalf of the disabled person (either in person or online). We match volunteers with service users according to mutual preferences and availability. We will always look to pair Volunteer Shoppers with a person within walking distance of their current location.

Responsibilities within the role include:

- Attending online induction training and receiving individual support and guidance from Choice in Hackney
- Maintaining boundaries in line with Choice in Hackney's guidance
- Shopping and interacting safely in line with social distancing and other guidelines for volunteers.
- Relating to the service user in a respectful way and adhering to the Choice in Hackney's equal opportunities policy
- Keeping in touch with the Volunteer Coordinator and informing of any issues/changes
- Maintaining confidentiality within Choice in Hackney's guidelines

Person specification (Qualities, knowledge and skills needed)

This is a list of the qualities, skills and knowledge we are looking for in a Volunteer Shopper. Please don't be put off by this list of requirements – some of the skills and knowledge needed for the role can be developed during the induction period.

- Good communication skills: listening, talking, writing
- Available to commit to the project for a minimum of 3 months

- Reliability: able to keep commitments and appointments and where necessary, to communicate changes to plans with as much notice as possible
- Some knowledge of the barriers faced by disabled people
- Empathy and an interest in understanding the needs of the disabled person
- Ability to recognise own limitations and ask for help when needed
- Ability to understand and follow relevant policies and procedures e.g. confidentiality, health and safety, boundaries
- Open mindedness and willing to learn
- A reasonable level of spoken English – enough to complete induction training and receive support from the Volunteer Co-ordinator

Volunteer benefits

- Satisfaction from providing practical help to someone who needs it.
- Gaining awareness and better understanding of disability issues and the voluntary sector
- Joining a friendly and supportive volunteer community
- Flexible commitment (time, geographical area etc.)
- Regular support from the Volunteer Coordinator (by phone, in person and by email)
- References for future employers etc. where appropriate
- Out-of-pocket expenses (including safety equipment) reimbursed

Application

To apply:

Send your completed application form and monitoring form to: volunteering@choiceinhackney.org

Please feel free to call the Volunteer Coordinator on 020 7613 8134 if you have any questions or need help with completing the form.

Disclosure and Barring Service (DBS) check:

For all one-to-one roles, we carry out an enhanced DBS check. This is a legal requirement and helps us to protect the potentially vulnerable adults to whom we have a duty of care. A criminal conviction will not necessarily prevent you from volunteering with Choice in Hackney so if you have any concerns about the disclosure, please feel free to discuss them in confidence with the Volunteer Coordinator.



Volunteer Shopper Application Form

If you would like support completing this form please contact the Volunteer Coordinator (contact details below). Please answer each question as fully as possible.

Personal details:

First name/s	
Surname	
Address	
Postcode	
Home telephone	
Work/Mobile telephone	
Email address	
Gender	
Date of birth	
Where did you hear about volunteering with us?	
If you speak a language other than English, please specify here:	

Do you have any support needs? Please describe here (or contact the Volunteer Coordinator to discuss):

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Role applying for (please indicate in the box):

Volunteer Shopping		Other (please describe)	
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When are you available to volunteer? (Please indicate all possible times)
We will do our best to ensure that you are paired with someone who has similar availability to you.

Day	Morning	Afternoon	Evening	Comments
Monday				
Tuesday				
Wednesday				
Thursday				
Friday				
Saturday				
Sunday				

Emergency contact details:
(If you prefer, you may complete this section when you start volunteering)

Name	Relationship to you	Contact number

What interests you about volunteering for Choice in Hackney?

Please briefly describe any voluntary/occupational experience or experience working with disabled people up to now:

Details of Criminal Convictions (befriending only):

Because this role involves interacting with and potentially visiting vulnerable people, we require you to disclose criminal convictions, including some which are 'spent'. This is necessary to protect the vulnerable people we work with and will be kept confidentially and then destroyed once a decision is made. If you have answered 'yes' to any question, we will ask you about it at your interview but it will not necessarily prevent you from volunteering with Choice. If you are accepted at interview we will carry out an enhanced Disclosure and Barring Service (DBS) check with your consent.

	Yes	No
Have you ever been convicted of a criminal offence?		
Have you ever received a formal police caution?		
Are there any matters pending which may result in a criminal conviction		

By applying to volunteer with us you consent to your personal data being on this form collected, retained and processed by Choice in Hackney for volunteer communication, recruitment and reporting purposes. All personal information is treated in the strictest confidence and in accordance with the principles of the General Data Protection Regulation 2018.

Today's date:

Signature:

Thank you for completing this form. Please send the completed form:

By email: volunteering@choiceinhackney.org

If you need to contact us by phone: 020 7613 8134 (Volunteer Co-ordinator direct line)

Monitoring Information

We would be grateful if you could complete and return this form. The information you have supplied will be kept confidentially and will only be used to provide Choice in Hackney's funders with an overall profile analysis of our service users, volunteers and employees. Please choose one option from each of the sections listed below and then tick or place an X in the appropriate box.

A. Your age

16-24 <input type="checkbox"/>	25-34 <input type="checkbox"/>	35-44 <input type="checkbox"/>	45-54 <input type="checkbox"/>	55-64 <input type="checkbox"/>	65+ <input type="checkbox"/>
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B. Your disability

The Disability Discrimination Act 1995 (DDA) protects disabled people. It defines a person as disabled if they have a physical or mental impairment, which has a substantial and long term (i.e. has lasted or is expected to last at least 12 months) adverse effect on the person's ability to carry out normal day-to-day activities.

Do you consider yourself to have a disability according to the terms given in the DDA?

Yes <input type="checkbox"/>	No <input type="checkbox"/>
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C. Your ethnic group

(These are based on the Census 2001 categories, and are listed alphabetically)

Asian, Asian British, Asian English, Asian Scottish, or Asian Welsh

Bangladeshi <input type="checkbox"/>	Indian <input type="checkbox"/>	Pakistani <input type="checkbox"/>	Any other Asian background (specify here if you wish)
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Black, Black British, Black English, Black Scottish, or Black Welsh

African <input type="checkbox"/>	Caribbean <input type="checkbox"/>	Any other Black background (specify here if you wish)
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Chinese, Chinese British, Chinese English, Chinese Scottish, or Chinese Welsh, or other ethnic group

Chinese <input type="checkbox"/>	Any other ethnic background (specify here if you wish)
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Mixed

White and Asian		White and Black Caribbean	
White and Black African		White and Chinese	
Any other Mixed background (specify here if you wish)			

White

British		Irish		Welsh	
English		Scottish			
Any other white background (specify here if you wish)					

D. Your gender

Male <input type="checkbox"/>	Female <input type="checkbox"/>	Prefer not to say <input type="checkbox"/>
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Have you ever identified as transgender?

For the purpose of this question “transgender” is defined as an individual who lives, or wants to live, full time in the gender opposite to that they were assigned at birth.

Yes <input type="checkbox"/>	No <input type="checkbox"/>	Prefer not to say <input type="checkbox"/>
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E. Your religion or belief

Which group below do you most identify with?

No religion <input type="checkbox"/>	Hindu <input type="checkbox"/>	Sikh <input type="checkbox"/>
Baha'i <input type="checkbox"/>	Jain <input type="checkbox"/>	Any other religion or belief (specify if you wish)
Buddhist <input type="checkbox"/>	Jewish <input type="checkbox"/>	
Christian <input type="checkbox"/>	Muslim <input type="checkbox"/>	

F. Your sexual orientation

Bisexual <input type="checkbox"/>	Gay woman / lesbian <input type="checkbox"/>	Other (specify below if you wish)
Gay man <input type="checkbox"/>	Heterosexual / straight <input type="checkbox"/>	

G. Where did you hear about Choice in Hackney?

Choice website <input type="checkbox"/>	The Guardian <input type="checkbox"/>	Gumtree <input type="checkbox"/>	Other – please specify
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