

## ROLE DESCRIPTION

This role description provides a summary of a current volunteer opportunity with Abbeyfield. Our approach to volunteering is flexible and we are keen to involve volunteers at all levels. Therefore, if you feel you do not meet the requirements but would like to undertake the role, please talk to us about the possibilities.

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|                                    |   |
|------------------------------------|---|
| <b>ROLE</b>                        | <b>Volunteer Co-ordinator</b>   |
| <b>ROLE DESCRIPTION</b>            | To take responsibility for the recruitment, support and development of volunteers locally in liaison with local staff.  |
| <b>OUTLINE TASKS</b>               | <ul style="list-style-type: none"> <li>• Work with staff and the house committee/or Care Home Manager to arrange recruitment events.</li> <li>• Be the first point of contact for initial enquiries.</li> <li>• Send out information packs and arrange follow up interviews for potential volunteers.</li> <li>• Apply for references and CRB checks.</li> <li>• Ensure volunteers are registered with the Independent Safeguarding Authority.</li> <li>• Arrange local and national inductions.</li> <li>• Ensure volunteers have a named contact who will offer 1-1 support and review.</li> <li>• Organise and facilitate volunteer support meetings.</li> <li>• Undertake volunteer exit interviews.</li> </ul> |
| <b>SKILLS NEEDED</b>               | Administrative skills<br>Computer skills<br>Communication skills<br>Interview skills<br>Organisational skills   |
| <b>ANTICIPATED TIME COMMITMENT</b> | 1 day per week  |
| <b>MANAGER</b>                     | House/Care Home Manager   |
| <b>LOCATION</b>                    | To be agreed  |
| <b>BENEFITS</b>                    | <b>In joining The Abbeyfield Society as a volunteer you will:</b><br>Learn new skills<br>Meet new people<br>Gain experience in working with older people<br>Be part of an enthusiastic team<br>Enhance your CV<br>Have fun  |

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| <b>ROLE</b>                        | <b>Regional Training Liaison Volunteer</b>  |
| <b>ROLE DESCRIPTION</b>            | To take responsibility for the learning and development of volunteers within the region.  |
| <b>OUTLINE TASKS</b>               | <ul style="list-style-type: none"><li>• To liaise with societies, houses and care homes to identify volunteer learning needs.</li><li>• To develop a draft learning programme for consultation.</li><li>• To organise learning events as agreed.</li><li>• To identify and engage appropriate Learning Advisors.</li><li>• To act as the contact within the region in relation to learning and development of volunteers.</li></ul> |
| <b>SKILLS NEEDED</b>               | Organisational skills<br>An understanding of training and how it is provided<br>Negotiation skills<br>Administration skills   |
| <b>ANTICIPATED TIME COMMITMENT</b> | To be agreed  |
| <b>MANAGER</b>                     | Regional Chairman   |
| <b>LOCATION</b>                    | To be agreed  |
| <b>BENEFITS</b>                    | <b>In joining The Abbeyfield Society as a volunteer you will:</b><br><br>Learn new skills<br>Meet new people<br>Gain experience in working with older people<br>Be part of an enthusiastic team<br>Enhance your CV<br>Have fun  |

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| <b>ROLE</b>                        | <b>Volunteer Committee Chair</b>   |
| <b>ROLE DESCRIPTION</b>            | To lead the Volunteer Committee  |
| <b>OUTLINE TASKS</b>               | <ul style="list-style-type: none"><li>• To arrange committee meetings in conjunction with the House Manager or Care Home Manager.</li><li>• To chair committee meetings.</li></ul>   |
| <b>SKILLS NEEDED</b>               | Good communication skills<br>Ability to communicate at all levels  |
| <b>ANTICIPATED TIME COMMITMENT</b> | To be agreed   |
| <b>MANAGER</b>                     | House/Care Home Manager  |
| <b>LOCATION</b>                    | To be agreed   |
| <b>BENEFITS</b>                    | <b>In joining The Abbeyfield Society as a volunteer you will:</b><br><br>Learn new skills<br>Meet new people<br>Gain experience in working with older people<br>Be part of an enthusiastic team<br>Enhance your CV<br>Have fun |

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| <b>ROLE</b>                        | <b>Volunteer Committee Treasurer</b>  |
| <b>ROLE DESCRIPTION</b>            | Responsible for keeping the Friends accounts  |
| <b>OUTLINE TASKS</b>               | <ul style="list-style-type: none"> <li>• Offering regular reports to the Volunteer Committee on the Friends accounts.</li> <li>• Undertaking all book keeping tasks in association with the Friends accounts.</li> <li>• Liaison with the Bank as and when necessary.</li> <li>• Obtaining quotes where required.</li> <li>• Liaison with the Fundraising Manager to identify appropriate funders .</li> <li>• Investigate and keep informed on appropriate and potential sources of grant aid.</li> <li>• Identify suitable projects for grant funding.</li> </ul> |
| <b>SKILLS NEEDED</b>               | Book keeping skills   |
| <b>ANTICIPATED TIME COMMITMENT</b> | 4 hours per week  |
| <b>MANAGER</b>                     | Chair of the Volunteer Committee/House/Care Home Manager  |
| <b>LOCATION</b>                    | To be agreed  |
| <b>BENEFITS</b>                    | <p><b>In joining The Abbeyfield Society as a volunteer you will:</b></p> <ul style="list-style-type: none"> <li>Learn new skills</li> <li>Meet new people</li> <li>Gain experience in working with older people</li> <li>Be part of an enthusiastic team</li> <li>Enhance your CV</li> <li>Have fun</li> </ul>  |

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| <b>ROLE</b>                        | <b>Volunteer Marketing Co-ordinator</b>   |
| <b>ROLE DESCRIPTION</b>            | To raise the profile of Abbeyfield  |
| <b>OUTLINE TASKS</b>               | <ul style="list-style-type: none"> <li>• To work in conjunction with the Abbeyfield PR policy.</li> <li>• Administer a programme of local cost effective advertising.</li> <li>• Support the advertising of events for Abbeyfield and Volunteers Week.</li> <li>• Co-ordinate the production of promotional materials using the templates available from the members section of the website and online marketing portals.</li> <li>• To keep all data about the society/house or care home up to date on published materials - print and online - including the vacancies section of the EAC site.</li> <li>• Organise participation in appropriate local exhibitions and similar events.</li> <li>• Network with local organisations.</li> </ul> |
| <b>SKILLS NEEDED</b>               | <p>Communication skills<br/>           Organisational skills<br/>           Keen interest in marketing Abbeyfield<br/>           A PR/marketing background is desirable</p>   |
| <b>ANTICIPATED TIME COMMITMENT</b> | 1 day per week  |
| <b>MANAGER</b>                     | House/Care Home Manager   |
| <b>LOCATION</b>                    | To be agreed  |
| <b>BENEFITS</b>                    | <p><b>In joining The Abbeyfield Society as a volunteer you will:</b></p> <p>Learn new skills<br/>           Meet new people<br/>           Gain experience in working with older people<br/>           Be part of an enthusiastic team<br/>           Enhance your CV<br/>           Have fun</p>   |

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| <b>ROLE</b>                        | <b>Volunteer Receptionist</b>  |
| <b>ROLE DESCRIPTION</b>            | To welcome, direct and inform visitors   |
| <b>OUTLINE TASKS</b>               | <ul style="list-style-type: none"><li>• Welcome visitors as they arrive at reception.</li><li>• Guide visitors to the relevant area.</li><li>• Advise relevant staff of visitor's arrival.</li><li>• Answer the telephone and take messages/redirect calls</li></ul> |
| <b>SKILLS NEEDED</b>               | Good communication skills<br>Ability to work with others<br>Ability to listen to customers   |
| <b>ANTICIPATED TIME COMMITMENT</b> | To be agreed   |
| <b>MANAGER</b>                     | House/Care Home Manager  |
| <b>LOCATION</b>                    | To be agreed   |
| <b>BENEFITS</b>                    | <b>In joining The Abbeyfield Society as a volunteer you will:</b><br><br>Learn new skills<br>Meet new people<br>Gain experience in working with older people<br>Be part of an enthusiastic team<br>Enhance your CV<br>Have fun                                       |

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| <b>ROLE</b>                        | <b>Volunteer Gardener</b>   |
| <b>ROLE DESCRIPTION</b>            | To maintain the garden in consultation with the House/Care Home Manager and residents   |
| <b>OUTLINE TASKS</b>               | <ul style="list-style-type: none"><li>• To maintain the garden.</li><li>• To consult the staff and residents on what flowers they would like to see in the garden.</li><li>• To ensure that the garden is kept clean and tidy.</li><li>• To liaise with the Friends Committee and House/Care Home Manager on the funding for the maintenance of the garden.</li><li>• To encourage residents to use the garden and to become involved in its maintenance.</li></ul> |
| <b>SKILLS NEEDED</b>               | Knowledge of gardening<br>Warm friendly manner  |
| <b>ANTICIPATED TIME COMMITMENT</b> | To be agreed  |
| <b>MANAGER</b>                     | House/Care Home Manager   |
| <b>LOCATION</b>                    | To be agreed  |
| <b>BENEFITS</b>                    | <b>In joining The Abbeyfield Society as a volunteer you will:</b><br><br>Learn new skills<br>Meet new people<br>Gain experience in working with older people<br>Be part of an enthusiastic team<br>Enhance your CV<br>Have fun  |

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| <b>ROLE</b>                        | <b>Volunteer Driver</b>   |
| <b>ROLE DESCRIPTION</b>            | To be a driver and escort for residents   |
| <b>OUTLINE TASKS</b>               | <ul style="list-style-type: none"><li>• Drive residents to and from hospital and doctor appointments.</li><li>• To remain with residents whilst they are attending appointments.</li><li>• Take residents shopping.</li><li>• Provide transport for outings and other events.</li></ul> |
| <b>SKILLS NEEDED</b>               | Valid UK driving licence<br>Warm friendly manner<br>Evidence of insurance covering volunteering activities  |
| <b>ANTICIPATED TIME COMMITMENT</b> | To be agreed  |
| <b>MANAGER</b>                     | House/Care Home Manager   |
| <b>LOCATION</b>                    | To be agreed  |
| <b>BENEFITS</b>                    | <b>In joining The Abbeyfield Society as a volunteer you will:</b><br><br>Learn new skills<br>Meet new people<br>Gain experience in working with older people<br>Be part of an enthusiastic team<br>Enhance your CV<br>Have fun  |

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| <b>ROLE</b>                        | <b>Volunteer Librarian</b>  |
| <b>ROLE DESCRIPTION</b>            | Responsible for providing a library service to residents  |
| <b>OUTLINE TASKS</b>               | <ul style="list-style-type: none"> <li>• To offer to collect tapes/books from the library for residents.</li> <li>• To offer to return tapes/books to the library for residents.</li> </ul>   |
| <b>SKILLS NEEDED</b>               | <p>A general understanding of how the library works<br/>         Ability to communicate at all levels<br/>         Interpersonal skills</p>   |
| <b>ANTICIPATED TIME COMMITMENT</b> | Minimum of two hours per week   |
| <b>MANAGER</b>                     | House/Care Home Manager   |
| <b>LOCATION</b>                    | To be agreed  |
| <b>BENEFITS</b>                    | <p><b>In joining The Abbeyfield Society as a volunteer you will:</b></p> <p>Learn new skills<br/>         Meet new people<br/>         Gain experience in working with older people<br/>         Be part of an enthusiastic team<br/>         Enhance your CV<br/>         Have fun</p> |

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| <b>ROLE</b>                        | <b>Volunteer Events Organiser</b>   |
| <b>ROLE DESCRIPTION</b>            | To arrange events and activities for the residents in conjunction with paid staff.  |
| <b>OUTLINE TASKS</b>               | In consultation with residents and house/care home staff arrange: <ul style="list-style-type: none"> <li>• Mini bus outings for residents at monthly intervals.</li> <li>• In-house entertainment for residents each month with seasonal events at Easter and Christmas.</li> <li>• New Year party for residents and staff.</li> <li>• Occasional social gatherings for volunteers and guests.</li> <li>• 'Open Days'</li> <li>• 'Strawberry Tea'</li> <li>• To arrange events around Abbeyfield and Volunteers Week.</li> <li>• To make use of online materials available and the marketing portal.</li> </ul> |
| <b>SKILLS NEEDED</b>               | Organisational skills<br>Communication skills<br>Negotiation skills   |
| <b>ANTICIPATED TIME COMMITMENT</b> | 1 day per week  |
| <b>MANAGER</b>                     | House/Care Home Manager   |
| <b>LOCATION</b>                    | To be agreed  |
| <b>BENEFITS</b>                    | <b>In joining The Abbeyfield Society as a vounteer you will:</b> <ul style="list-style-type: none"> <li>Learn new skills</li> <li>Meet new people</li> <li>Gain experience in working with older people</li> <li>Be part of an enthusiastic team</li> <li>Enhance your CV</li> <li>Have fun</li> </ul>  |

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| <b>ROLE</b>                        | <b>Volunteer Flower Arranger</b>  |
| <b>ROLE DESCRIPTION</b>            | To organise flowers for the communal areas of the house/care home   |
| <b>OUTLINE TASKS</b>               | <ul style="list-style-type: none"> <li>• To consult with the staff and residents on what flowers they would like and where in the house/care home they would like them.</li> <li>• To liaise with the Friends Committee and House /Care Home Manager on the funding for the provision of flowers and to provide receipts.</li> <li>• To prune house flowers to ensure they are kept fresh.</li> </ul> |
| <b>SKILLS NEEDED</b>               | Knowledge of flower arranging<br>Warm friendly manner   |
| <b>ANTICIPATED TIME COMMITMENT</b> | To be agreed  |
| <b>MANAGER</b>                     | House/Care Home Manager   |
| <b>LOCATION</b>                    | To be agreed  |
| <b>BENEFITS</b>                    | <b>In joining The Abbeyfield Society as a volunteer you will:</b><br><br>Learn new skills<br>Meet new people<br>Gain experience in working with older people<br>Be part of an enthusiastic team<br>Enhance your CV<br>Have fun  |

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| <b>ROLE</b>                        | <b>Volunteer Administration Support</b>  |
| <b>ROLE DESCRIPTION</b>            | To assist the House/Care Home Manager in the administrative tasks of her/his role.   |
| <b>OUTLINE TASKS</b>               | To be agreed with the House/Care Home Manager  |
| <b>SKILLS NEEDED</b>               | Filing<br>Computer skills<br>Bookkeeping<br>Office administration  |
| <b>ANTICIPATED TIME COMMITMENT</b> | A minum of 1 day per week  |
| <b>MANAGER</b>                     | House/Care Home Manager  |
| <b>LOCATION</b>                    | To be agreed   |
| <b>BENEFITS</b>                    | <b>In joining The Abbeyfield Society as a volunteer you will:</b><br><br>Learn new skills<br>Meet new people<br>Gain experience in working with older people<br>Be part of an enthusiastic team<br>Enhance your CV<br>Have fun |

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| <b>ROLE</b>                        | <b>Volunteer Residents Liaison Co-ordinator</b>   |
| <b>ROLE DESCRIPTION</b>            | To ensure that residents have a regular visit.  |
| <b>OUTLINE TASKS</b>               | <ul style="list-style-type: none"><li>• Co-ordinate residents visits where required.</li><li>• As appropriate accept queries/complaints/compliments from residents and forward to the House/Care Home Manager as necessary.</li></ul> |
| <b>SKILLS NEEDED</b>               | Warm friendly manner  |
| <b>ANTICIPATED TIME COMMITMENT</b> | 1 day per week  |
| <b>MANAGER</b>                     | House/Care Home Manager   |
| <b>LOCATION</b>                    | To be agreed  |
| <b>BENEFITS</b>                    | <b>In joining The Abbeyfield Society as a vounteer you will:</b><br><br>Learn new skills<br>Meet new people<br>Gain experience in working with older people<br>Be part of an enthusiastic team<br>Enhance your CV<br>Have fun         |

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| <b>ROLE</b>                        | <b>Volunteer Maintenance Liaison Assistant</b>   |
| <b>ROLE DESCRIPTION</b>            | Responsible for working in conjunction with Asset Management to ensure that the house is properly maintained.  |
| <b>OUTLINE TASKS</b>               | <ul style="list-style-type: none"><li>• To liaise with staff in relation to any repairs that need to be undertaken.</li><li>• To work with members of the Asset Management team to agree quotes and employ tradesmen.</li><li>• To undertake small repairs and maintenance to the house in agreement with the House/Care Home Manager.</li></ul> |
| <b>SKILLS NEEDED</b>               | A general understanding of maintenance<br>Ability to communicate at all levels   |
| <b>ANTICIPATED TIME COMMITMENT</b> | 2 hours per week   |
| <b>MANAGER</b>                     | House/Care Home Manager  |
| <b>LOCATION</b>                    | To be agreed   |
| <b>BENEFITS</b>                    | <b>In joining The Abbeyfield Society as a volunteer you will:</b><br><br>Learn new skills<br>Meet new people<br>Gain experience in working with older people<br>Be part of an enthusiastic team<br>Enhance your CV<br>Have fun   |

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#### ROLE

**Volunteer Regulation 26 Visitor - Registered Care Homes**

#### ROLE DESCRIPTION

To liaise with the Regional Care Services Manager/Responsible Individual of society to conduct assessment visits to Registered Care Homes in accordance with Regulation 26 of the Care Homes Regulations 2001.

#### OUTLINE TASKS

- To have received training in Abbeyfield Policy, Regulation 26 visits and National Minimum Standards.
- To conduct unannounced visits to Registered Care Homes as agreed with the Regional Care Services Manager/Responsible Individual of society.
- To assess the conduct of the Registered Care Home against The Care Homes Regulations 2001 and National Minimum Standards using agreed Abbeyfield guidance.
- To interview, with their consent and in private, residents, their representatives and members of staff in order to form an opinion of the standard of care provided in the Registered Care Home.
- To inspect the premises of the Registered Care Home.
- To inspect records, including records of events and complaints, in the Registered Care Home.
- To make recommendations for improvement where it is clear that legislative requirements and/or National Minimum Standards are not being met.
- To produce a written report on the conduct of the Registered Care Home, in the required format, within 14 days of the visit.
- To develop good working relationships with those who live and work in the Registered Care Home and with Regional Care Services Manager/Responsible Individual of society.

#### SKILLS NEEDED

- Analytical skills
- Organisational, interpersonal and communication skills
- Report writing skills
- Experience connected with Registered Care Homes
- Experience of quality monitoring/assessments/audits or similar
- Compliance with The Abbeyfield Society Confidentiality Policy

**ANTICIPATED TIME  
COMMITMENT**

To be agreed

**MANAGER**

Reporting to the Regional Care Services Manager/Responsible Individual of society and providing reports on assessment visits to meet The Abbeyfield Society management requirements.

**LOCATION**

To be agreed

**BENEFITS**

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Meet new people

Gain experience in working with older people

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| <b>ROLE</b>                        | <b>Volunteer Fundraiser</b>  |
| <b>ROLE DESCRIPTION</b>            | To raise funds for Abbeyfield  |
| <b>OUTLINE TASKS</b>               | <ul style="list-style-type: none"> <li>• Assisting with fundraising on a local basis and working with national Fundraising department when necessary.</li> <li>• Establishing links with local community, businesses, local media and possible donors.</li> <li>• Plan and help to organise house events for Abbeyfield Week and other events throughout the year e.g. summer cream teas, plant sales.</li> <li>• Administer a programme of local fundraising.</li> <li>• Co-ordinate the production of fundraising materials using the templates available from the members section of the website and online marketing portals.</li> </ul> |
| <b>SKILLS NEEDED</b>               | Communication skills<br>Organisational skills<br>Keen interest in fundraising for Abbeyfield<br>A fundraising background is desirable  |
| <b>ANTICIPATED TIME COMMITMENT</b> | 1 day per week   |
| <b>MANAGER</b>                     | House/Care Home Manager  |
| <b>LOCATION</b>                    | To be agreed   |
| <b>BENEFITS</b>                    | <b>In joining The Abbeyfield Society as a volunteer you will:</b><br><br>Learn new skills<br>Meet new people<br>Gain experience in working with older people<br>Be part of an enthusiastic team<br>Enhance your CV<br>Have fun   |