

# Age Concern Glenrothes

## Job Description

Position: Volunteer carer

Responsible to: Age Concern Manager (through the Centre Organiser)

Responsible for: no line management responsibility

Outline of role: To make sure that our centres are warm, welcoming and friendly places for our clients (and other volunteer staff), and

To help the Organiser in making sure that the centre runs in line with the Age Concern Glenrothes Operational Manual.

To encourage our members' independence, and to help them to express their views about our services.

Specific tasks: **Operational**

- To read and understand the procedures in our Operational Manual
- To attend training and information sessions as agreed with the Manager or Organiser at interview

### **Practical**

- Greet clients on arrival
- Chat to our clients and keep them interested
- Help with outdoor clothing *if needed*
- Assist clients to and from their transport *where needed*
- Help to set and clear tables for breakfast and lunch
- Help to serve breakfast and lunches
- Help with, and join in, organised activities including outings
- Keep a check on clients throughout the day to see if they need help, and provide what help you can without taking away their independence
- Speak to your Organiser about any worries you have regarding any client
- Assist clients out of the building in the event of an emergency