

## Role Description – Harrow Communities Click Outreach Volunteer

Harrow Communities Click is a mutual support network that provides social opportunities, user engagement and practical support to vulnerable adults in Harrow and all citizens of Harrow over the age of 18 are eligible to be members.

The philosophy of Harrow Communities Click is to hand back choice and control to all older adults or people with disabilities, health conditions, and unpaid carers, and to recognise their skills and abilities using a timebanking system whereby time is a tool and everyone's time is equal.

As a membership organisation Harrow Communities Click seeks to create a sense of ownership and helps members to:

- Be socially connected around shared values and interests to tackle and prevent isolation
- Live life with a purpose with the opportunity to share skills and knowledge and contribute to their community

Harrow Communities Click includes businesses such as local shops as members, and membership includes access to a full range of social and learning events, as well as other opportunities to engage and socialise. We encourage members to coproduce the service as well as be involved as a giver and receiver.

**Purpose** - To provide information about the Harrow Communities Click Project to the residents of Harrow at various outreach locations.

### Duties

1. To attend different outreach sessions.
2. Alongside the Harrow Communities Click workers, facilitate Outreach sessions providing information and advice on the Harrow Communities Click project.
3. Bring up to date information leaflets, factsheets to the Outreach sessions.
4. Contact potential clients to attend events via telephone and e-mail correspondence.
5. Talk to people individually to tell them about the Harrow Communities Click project, assisting them to identify their skills: what they can offer, and exploring what they would like to receive.
6. Make sure clients data is kept safe and secure.
7. Make sure all equipment used is in line with our health and safety policy.
8. Give practical support to people to help them register with Harrow Communities Click.
9. Give tailored support to people who do not use a computer and, therefore, need a paper-based system.
10. Any safeguarding issues inform line manager.
11. Present and discuss information with members in an accessible way, enabling them to manage their membership.
12. Maintain statistical information and client records using manual and electronic systems.
13. Liaise closely with the Harrow Communities Click workers, seeking advice, guidance and support when required.
14. Participate in training sessions and meetings as necessary.

15. Develop a working knowledge of the information and office systems supporting the service, use them effectively and contribute to their improvement.
16. Keep up-to-date with relevant laws, policies and procedures, both locally and nationally.
17. Carry out tasks according to Age UK Harrow policies and standards, in particular on confidentiality, equal opportunities and health and safety.
18. Work as part of a team with other Harrow Communities Click staff and volunteers.

### **Volunteer Specification - Harrow Communities Click Outreach Volunteer**

1. Access to a car or public transport
2. Ability to assimilate and understand information by listening and reading.
3. Ability to write legible and intelligible notes and records; to fill in forms; and to carry out basic calculations.
4. Willing to work according to guidelines and Harrow Communities Click quality standards.
5. An open-minded approach to individuals, avoiding judgment and stereotyping.
6. Ability to listen to others and to explain things clearly without jargon or being patronising.
7. Knowledge or experience of the lives of vulnerable people and their carers.
8. Awareness of discriminatory practices and equal opportunity issues; and a commitment to social issues and a commitment to social justice and equity.
9. Ability to work as part of a team with other Harrow Communities Click staff and volunteers.
10. Willingness and interest in learning.
11. Willing to attend training and other events.
12. A commitment to attend the office to volunteer once a week.

### **Contact Information:**

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Harrow Communities Click