



RJ Weston Duffield Charity,  
Weston Centre, Tamworth Street, Duffield DE 56 4ER  
CRN 1188669



Duffield Helping Hands (DHH) Volunteer Role Description

Role title	<b>Buddy Volunteer</b>
Objective(s) of role	<ul style="list-style-type: none"> <li>To accompany client on walks or for coffee following contact with DHH Coordinator.</li> </ul>
Brief description of tasks and activities to be undertaken	<ul style="list-style-type: none"> <li>To receive requests from DHH Coordinator.</li> <li>To record the client's contact details and outline requirements maintaining client confidentiality.</li> <li>To contact the client to discuss the detail of their request and a timescale for the meeting. Liaising with the client if arrangements have to be changed.</li> <li>To complete activity as issued by RJWDC ensuring the client feels comfortable and supported throughout eg             <ul style="list-style-type: none"> <li>by meeting and returning the client to their front door</li> <li>by walking at an appropriate pace, offering a supporting arm if appropriate</li> <li>observing road safety</li> <li>keeping the conversation going</li> <li>demonstrating effective listening skills.</li> </ul> </li> <li>To discuss if further meetings can be arranged between self and client in future and give contact details.</li> <li>On completion of task report to DHH Coordinator, discuss any problems and any ongoing arrangements.</li> </ul>
Name and contact details of the person who the volunteer reports to	DHH Coordinator on 01332 840349 or emma.wcm@westoncentre.org.uk
How the role fits in with RJWDC work	<ul style="list-style-type: none"> <li>Aids effective and coordinated responses to clients' needs.</li> <li>Enables DHH to meet insurance and legislative requirements.</li> <li>Builds confidence of service users, volunteers, RJWDC Trustees on effectiveness and reliability of DHH services.</li> <li>Contributes to RJWDC achieving its charitable aims and objectives.</li> </ul>
Expectations of behaviour and dress (if appropriate)	<ul style="list-style-type: none"> <li>To be pleasant, non-judgemental, friendly and honest.</li> <li>To follow all RJWDC procedures and expectations.</li> </ul>
Required person specifications (if appropriate)	<ul style="list-style-type: none"> <li>Be fit, able and healthy.</li> <li>Aged over 18.</li> </ul>
Approximate amount of time required for the role per week	Approximately one to two hours depending on activity.
Other relevant information	<ul style="list-style-type: none"> <li>To understand and maintain confidential working practices as agreed.</li> <li>To report any problems to the DHH Coordinator asap.</li> <li>To maintain and practice agreed safeguarding procedures.</li> </ul>