



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



Duffield Helping Hands (DHH) Volunteer Role Description

Role title	Shopping and Delivery Volunteer
Objective(s) of role	<ul style="list-style-type: none"> To fulfil clients' requests for shopping/prescription collection and delivery following contact with DHH Coordinator.
Brief description of tasks and activities to be undertaken	<ul style="list-style-type: none"> To receive requests from the DHH Coordinator. To record the client's contact details and outline requirements maintaining confidentiality. To contact the client to discuss the detail of their request, discuss payment and a timescale for meeting the need. To complete shopping/task and deliver items to resident observing safe handling and delivery instructions as issued by RJWDC. To discuss any further shopping requirements and liaise with client and DHH towards fulfilling these. On completion of task report to DHH Coordinator, discuss any problems and any ongoing arrangements have been made.
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 DuCS' work	<ul style="list-style-type: none"> Aids effective and coordinated responses to clients' needs. Enables DHH to meet insurance and legislative requirements. Builds confidence of service users, volunteers, RJWDC Trustees on effectiveness and reliability of DHH services. Contributes to RJWDC achieving its charitable aims and objectives.
Expectations of behaviour and dress (if appropriate)	<ul style="list-style-type: none"> To be pleasant, non-judgemental, friendly and honest. To follow all RJWDC procedures and expectations.
Required person specifications (if appropriate)	<ul style="list-style-type: none"> Be fit, able and healthy. Aged over 18.
Approximate amount of time required for the role per week	Approximately one hour.
Other relevant information	<ul style="list-style-type: none"> To understand and maintain confidential working practices as agreed. To report any problems to the relevant Shopping and Delivery Coordinator asap. To maintain and practice agreed safeguarding procedures.