

Volunteer Role Job Description

Role title:	Help Carers with their Shopping
Responsible to:	Help Carers with their Shopping
Location:	Across Surrey
Hours:	Various

Main aims of the role:

Crossroads Care Surrey is an established charity of over 30 years, offering a range of support services to carers and the people for whom they care. We are committed to supporting people at an earlier stage in their care journey and recognise there can be a considerable length of time between a person needing some care and support periodically and then needing full time, round-the-clock care.

This role will support Crossroads Care Surrey by providing the delivery of essential shopping for cared for people and carers that are struggling with the weekly shop or collecting prescriptions. With access to your own vehicle, you will receive requests made by the Community Support Co-ordinator to complete a shopping trip to help the people Crossroads Care Surrey support in your community.

Support trips could take anything between 1 to 2 hours. Where we can, we will roster regular sessions on the same day each week however we cannot guarantee this therefore your willingness to be flexible would be a great advantage.

Your skills

You will need to be an ambassador for Crossroads Care Surrey so need to demonstrate a caring, friendly, and reliable approach.

You will need to have a good level of written English and IT competency, as you may be able to come tribute to clients notes and/or instant reports call, as well as complete a range of e-learning courses to keep you and your clients safe in your role.

Patience and a good sense of humour will help you, your colleagues, and clients we support. And of course, we expect you to maintain people's privacy and confidentiality by never sharing clients or carers details outside of Crossroads Care Surrey.

In return you will:

- Receive full support from all community support offices, to help you get the most out of your role.
- Have the reward of supporting people with care and support needs in your local area.
- Have the chance to develop your skills and professional profile.
- An opportunity to make new friends and have fun.

General:

- Remain committed to the safeguarding and wellbeing of adults with care support needs.
- Work within the philosophy and policies of Crossroads care at all times.
- Comply with health and Safety at Work act 1974 and with Crossroads Care Surrey's Health and Safety policies, paying particular attention to the reporting of dangerous situations.
- Respect the personal choice and lifestyle of colleagues, carers, and people with care needs, ensuring that Equality, Diversity and Inclusion principles are applied at all times.
- Comply with the Code of Conduct.
- Undertake any other duties that may be considered commensurate with level of the post and that are set out in the care plan.
- Promote Crossroads Care Surrey's services and options of support.

Requirements:

- An enhanced DBS check, which the company will provide.
- Two relevant satisfactory references.