

Delivery Volunteers Role Description

Background and Purpose

Established during the crisis of the Coronavirus Pandemic Help on Your Doorstep's Volunteer Service has provided critical support to Islington residents, offering befriending and help with essential deliveries. We know that people from all backgrounds can experience loneliness and isolation that can be detrimental to the mental and physical wellbeing of Islington residents.

We are continuing to offer vulnerable Islington residents help with essential shopping and deliveries as a short-term intervention and where there is no other available support. As this is a temporary service, we may be able to help someone who is self-isolating, recently discharged from hospital, is unwell or waiting for shopping services to start. Deliveries can include prescriptions, grocery shopping, foodbank collections and other one-off collections and deliveries within Islington.

As delivery volunteer you would need to be able and willing to make deliveries across Islington as required. Access to a car or bike would be useful.

Roles and Responsibilities

1. Undertake Help on Your Doorstep Volunteer training before commencing volunteering. This is designed to support you around confidentiality and safeguarding issues in this role with vulnerable adults.
2. Be available to make deliveries at least ½ day during the working week, Monday – Friday.
3. Be easily contactable by phone and email so that delivery requests can be passed on to you.
4. Notice whether the individual that you are delivering to has particular needs that are not being met and to inform Help on Your Doorstep staff or ask for advice if this is the case.
5. Listen to assistance or referral requests made by individuals and inform Help on Your Doorstep staff.
6. Report any significant issues in a timely manner either to the Volunteer Coordinator/ Team Leader at Help on Your Doorstep, or emergency services if it is urgent, dealing appropriately with confidential and sensitive material.
7. Provide a brief log of deliveries made to the Volunteer Coordinator by email each week.

Your Commitment to Us

You will offer us a minimum 12 weeks of volunteering support.

You will agree to adhere to our policies on confidentiality, data protection, safeguarding and health and safety and to maintain appropriate professional boundaries.

Help on Your Doorstep's Commitment to you

- We will offer you an initial training session via Zoom and guidance on how to carry out this role safely.
- We will support you individually with any requests or issues that occur by telephone.
- We will provide you with a phone and credit if required, and we will meet any expenses incurred.

No qualifications or experience required, but we are looking for people who are:

- Able to travel around Islington with ease
- Able to do shopping and collect prescriptions (expenses will be covered)
- Good communicators
- Calm
- Sensitive
- Reliable
- Punctual
- Organised

Volunteers will be required to complete an application form and provide 2 references (two personal references will be accepted if professional references are unobtainable).