

# SHOPPING VOLUNTEER

## What Does Being A Shopping Volunteer Involve?

You will visit the service user in their home, collect shopping lists and monies and return them on the same day. You may need to spend a little time going through the list with the service user to avoid confusion.

## What Else Might Be Involved?

VSL support sessions for all volunteers (held 3-4 times each year) form an integral part of the volunteer role and you will be informed of these through our regular newsletters or by letter.

## Is There A Minimum Commitment?

We hope that the majority of our volunteers will be with the Organisation for a minimum of three months. There is no maximum length and many volunteers will help a service user for many years.

## How Frequently Will I Shop For Someone?

Usually once a week or once a fortnight. However, this does depend largely on the service users requests.

## How Are We Introduced?

Organisers will arrange the first visit. Volunteers are issued with an id card or given a letter. You will be asked to take this with you on your first visit as proof of your identity. The Organiser will phone both the volunteer and the service user after the first visit to see how it went.

## Do I Need Experience?

No. However an ability to communicate effectively is essential.

The Organiser is here to support you in your voluntary work and therefore welcomes feedback whether it is about any concerns you may have or just keeping up to date on your progress.

## Volunteers Responsibilities

As a shopping volunteer for VSL you will be expected to;

- Develop a trusting relationship.
- Keep an accurate note of money spent and items purchased.
- Inform the organiser of any concerns that arise.
- Respect others' views.
- Be able to communicate clearly and effectively.
- Where possible, attend all relevant training and support sessions, including initial wheelchair pushing

training (where appropriate).

- Be punctual: if you are unable to keep an appointment, you should inform the service user or VSL in good time (48 hours in advance when possible).
- Inform the Organiser of any unattended appointments.
- Inform the Organiser of any change to the length, frequency or nature of visits. (Changes need to be agreed by VSL for monitoring and insurance purposes).
- Agree to abide by the Equality and Diversity Policy of VSL.
- Maintain confidentiality at all times.
- Comply with VSL's risk assessment guidelines.

Reviewed February 2013