

# **COMMUNITY VOLUNTEER**

## **Job description:**

Buying and delivering a resident's essential shopping needs mainly from Co-op Danbury and Tesco Express Danbury and collecting and delivering fulfilled prescriptions (*mainly from Boots Danbury or Danbury Medical Centre*). Residents live mainly in Danbury but some in Little Baddow or Bicknacre so use of a car is likely to be required

## **You will need to bring:**

Your own phone so you can contact HUB Admin if required when you are out on your shift.

You will also need to bring Photo ID in case this is asked for when collecting medication.

**Please a)** we recommend you set your phone to 'hide caller ID' (to protect yourself / your own privacy) before starting your shift, but this is your choice and isn't compulsory. **b)** At end of your shift, delete any resident's phone numbers who you may have called.

**Shifts:** are morning or afternoon, usually from around 9.30am until 1pm and 1.30pm until 5pm and can be weekday or weekend to suit the volunteer.

**Location:** when you're contacted to fulfil 'jobs', you'll need to start and finish at St John's Church Meeting Room.

**Volunteer Safety:** Your safety and wellbeing are paramount!

Please adhere to current social distancing advice; use the gloves and hand sanitiser provided when necessary; don't enter a resident's home; leave a resident's shopping and prescriptions on the doorstep. Set your phone to 'hide caller ID'.

Call The HUB anytime you have any worries or concerns.

## **Equipment You'll be Provided With**

- Volunteer Badge
- Gloves
- Hand sanitizer
- Bank card, bank details slip, & card reader for resident payments
- Job Sheets

## Procedure

1. During your shift you can stay at home unless you receive a phone call from The HUB asking you to go to St John's Church Meeting Room because there are shopping or prescription requests that need fulfilling.
2. At The Hub, you'll be given a briefing, the above equipment and the opportunity to ask any questions before you go for shopping or prescriptions.
3. The Job Sheets containing details of the name, address, tel. number and request for each resident will be given to you.
4. Leave The HUB to fulfil the requests.
5. If it's a prescription - go to the allocated place required to pick up the prescription (Boots / Danbury Medical Centre). **If you are picking up controlled drugs you need to show personal ID.**
6. If it's shopping - make sure you ask the cashier for a duplicate receipt if possible (one for the client and one for The HUB).
7. Once you have collected the items, phone the resident to let them know that you are on your way and approx. what time you'll arrive. If the resident doesn't respond, phone The HUB for guidance.
8. Put the items on the resident's doorstep, knock and stand back.
9. Discuss and fulfil payment if required – bank card, bank transfer, cheque or cash. Preferred payment method is bank card, then bank transfer, then cheque and last resort, cash.

Update the Job Sheet and return to The HUB.

At The HUB, return 'equipment', payment and completed Job Sheet. Let The Hub know if you experienced any problems or have any concerns about the resident. Delete resident phone numbers from your phone.

This document is only intended to cover the Community Volunteer/Foot Soldier Role - separate documents cover personal safety issues, GDPR etc. No volunteer should attend for a shift if they are experiencing symptoms that may be linked to COVID-19 or attend for a shift if they have been in contact with anyone e.g. another family member, experiencing these symptoms until 14 days have elapsed and they are symptom free.

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## Community Volunteer Workflow / Task Prompt Sheet.

| VOLUNTEER                        | TASK   |
|----------------------------------|--|
| Community Volunteer/Foot Soldier | <b>Take</b> Job Sheet/s plus ID Badge, gloves, sanitiser, card reader and bank card from The HUB (if required).<br><b>Set</b> your phone to 'Hide caller ID' if you wish, not compulsory but recommended.  |
|                                  | <b>Pick up</b> shopping and / or prescription – obtain 2 receipts if possible, for shopping – 1 for resident and 1 for HUB. (if only 1 receipt, hand to resident)  |
|                                  | <b>Phone</b> - resident to notify that you've arrived/arriving shortly with their request. If the resident doesn't respond, phone The HUB for guidance.  |
|                                  | Take <b>payment</b> if required.<br><br>If resident paying by <b>bank transfer</b> give them the slip with bank details and write <b>Job No.</b> on slip – they need to use this and their <b>surname</b> as their ' <b>payment reference</b> '<br><br>If resident paying by <b>cheque</b> , write Job No. on reverse of cheque, made payable to <b>Mr J Hiscock</b> |
|                                  | <b>Complete</b> Job Sheet boxes for:<br>'Date Collected/Bought',<br>'Date Delivered'<br>'Cost'<br>'Method of Payment'  |
|                                  | <b>Return</b> Job Sheet, ID Badge, bank card, card reader, cash, cheques etc to HUB Admin when your 'jobs' have been completed<br>(HUB Admin want to know you're safe too!)<br><b>Tell</b> HUB Admin if you have any concerns re the resident you called on.<br><b>Delete</b> resident's phone number from your phone.   |