

Ilkley and District Good Neighbours

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SHOPASSIST VOLUNTEER ROLE DESCRIPTION

Role:	ShopAssist Volunteer
Responsible to:	ShopAssist Coordinator
Qualities:	an affinity with members of our community needing assistance and a caring and compassionate nature
Skills:	car owner/driver essential (optional for Shop & Drop)
Time commitment:	as mutually agreed
Expenses:	travel and out of pocket expenses paid
Overall aims of the role:	<p>To enable a client to access fresh groceries of their choosing by accompanying them to the supermarket, helping them to choose their own food while enjoying companionship.</p> <p>Where the client is unable to travel to a shop, to enable them to have food of their own choice by doing the shopping for them. This may be a temporary or permanent arrangement.</p>

Main Duties:

Shopping with the client (ShopAssist)

1. To collect the client from home at a pre-arranged time and date and drive him or her to a supermarket in the Ilkley district.
2. To contact the client at a suitable time beforehand to confirm arrangements.
3. To accompany the client and assist with shopping.
4. To take the client home and assist with unloading the shopping.
5. To let the Coordinator know that a shopping trip has taken place (preferably by email) and to record clearly any issues you may feel require raising with the Coordinator.
6. At the discretion of the volunteer, to undertake such other duties as requested that are within the skills/abilities of the volunteer and within the remit of the ShopAssist scheme.

Shopping on behalf of the client (Shop & Drop)

1. The volunteer visits or telephones the client and creates a shopping list.
2. The volunteer goes to the supermarket and pays for the shopping, making sure they get an itemised till receipt.
3. The volunteer takes a photo of the receipt for their records.
4. Back at the client's house the volunteer drops off the shopping and may help the client to unpack if requested. The original receipt is left with the client.
5. The volunteer submits the photo of the receipt to the Coordinator via vHelp (if using) or by email as soon as possible after the shop.
6. The shop is authorised by the Coordinator and the volunteer is reimbursed.

In both instances, it is recommended that volunteers do not do their own shopping at the same time as the client's. However, if a volunteer needs to, a separate basket should be used, separate payment made, and a separate till receipt kept by the volunteer.

If any difficulties arise the Coordinator or the supervising Trustee must be informed immediately.

Any Other Duties

Signposting to other relevant organisations and services may be part of the role of the volunteer.

The volunteer will not be involved in giving advice on any financial, pension or benefits issues.