EXAMPLE ROLE DESCRIPTION

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| **Volunteer role** | Food Delivery Helper |
| **Purpose of the role** | To deliver food to people who are self-isolating due to COVID-19 |
| **Where you will be located** | You will cover the XXXX area  |
| **The role will typically involve the following tasks** | * You will receive an email or text message from the Co-ordinator with a shopping list, and the details of the recipient include their name and address.
* You will then visit the local supermarket and collect as much of the list as possible or find alternatives if things are out of stock.
* Pay for the goods using your own money (using contactless payment if possible) and collect a receipt. Use a hand sanitiser after you have left the supermarket
* Deliver to the household who made the request. You will leave the shopping at the doorstep or gate, retreating to at least 3 metres. You will contact the person by email or text to let them know the food has been delivered.
* Wait until the recipient opens the door to make sure they have received the shopping. Carry out a quick welfare check with them – still from a safe 3 metre distance to check they have everything they need and don’t require any more assistance.
* Text/ message the co-ordinator and let them know you have completed the task and email them a copy of the receipt which will be reimbursed into your bank account.
* You will not be handling or sharing money with the person you are helping for safeguarding and infection control reasons.
* Wash your hands thoroughly (for at least 20 seconds) before and after carrying out your volunteering activity, following government guidelines to help minimise any risk of infection.
* If you, or any members of your household, have any coronavirus symptoms you should not do any volunteering. Instead you should call or email us as soon as possible so we can cancel your volunteering and offer you any support you might need.
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| **We are looking for people with the following qualities** | * Reliable and Trustworthy
* Friendly and approachable manner
* Ability to follow strict health and safety procedures
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| **What we will provide to support you** | A Safeguarding briefing.An Introduction to infection control e-learning.Reimbursement of shopping costs into your bank account.A key contact you can ring if you need any help or have any queries. |
| **KEY CONTACTS** | The Mutula Aid Co-ordinator tel. xxxxxxKirklees Council COVID-19 Helpline tel. 01484 226919Gateway to Care (reporting safeguarding concerns) tel: 01484 414933In an emergency tel. 999 |

Please read these Kirklees Safeguarding factsheets before you start volunteering:

Safeguarding adults at risk: <https://www.kirklees.gov.uk/beta/adult-social-care-providers/pdf/ksab-1-adult-abuse-summary.pdf>

Kirklees child safeguarding factsheet: <https://www.kirkleessafeguardingchildren.co.uk/wp-content/uploads/2019/10/Reporting-child-abuse-CM3219.1.pdf>

**EXAMPLE CODE OF CONDUCT OR ‘DOs and DON’Ts’**

We want to keep you and the people you are helping safe. We are helping people who are in a vulnerable situation and may be at risk of abuse or criminal activity. Please follow our simple code of conduct. If you are unable to follow our code of conduct then you will not be able to volunteer with us. Any criminal activity will be reported to the police and all safeguarding concerns will be reported to Kirklees Council.

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| **Things you should NOT do (for the safety of yourself and others)** | * Do not volunteer if you don’t feel well, if you have had any COVID-19 symptoms or if you have been in contact with anyone with any symptoms in the last 14 days
* Do not enter the home of the person you are helping
* Do not provide any personal care
* Do not offer to administer any medicines
* Do not accept any gifts or money from the recipient
* Do not share the recipients name, address or personal details with others or on social media
* If a situation feels risky, don’t continue – let your Co-ordinator know the issues.
* Do not volunteer under the influence of drugs or alcohol
* Avoid use of public transport whilst volunteering (if you have to then use strict cleaning regime of hands and goods afterwards)
* Do not re-use shopping bags
* Do not use any offensive language
* Don’t take on too much – if you find that you are no longer able to continue your volunteering that’s fine, just let us know.
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| **Things you should do** | * Tell us if you have any concerns or queries
* Follow the infection control guidelines (following cleaning regimes including your car doors, steering wheel and gear stick).
* Keep in touch with your Local Co-ordinator and let them know when you have completed a task
* Inform us if you develop any COVID-19 symptoms and stop volunteering immediately
* Treat everyone with dignity and respect
* Share any ideas on how we can do things better.
* If you have any safeguarding / welfare concerns then please report them the same day using the Gateway to Care number.
* If you spot any criminal activity contact the police.
* Let the person you are helping know that we are here to help them and they are not alone (from a distance!).
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