



**Elmbridge**  
Borough Council  
*... bridging the communities ...*

## Community Support Services Volunteer Role Profile Shopping Service Companion

|                         |   |
|-------------------------|---|
| Directorate             | Community Support Services  |
| Location                | Volunteers are matched with someone needing the service that live near to them  |
| Reporting to:           | The Transport Co-ordinator  |
| Client group:           | Older People (over 65 years)  |
| Objectives:             | To enable housebound/disabled people who may have lost confidence after a fall, hospital admission or illness to use the Transport Shopping Service. This service supports customers in maintaining their independence at home  |
| Specific duties:        | <ul style="list-style-type: none"><li>• The volunteer is required to travel to the client's house, to accompany the client on Transport to a supermarket and assist them to shop.</li><li>• Return on Transport to the client's house where the volunteer will put the shopping in the fridge and cupboards.</li><li>• Check for and dispose of out of date food.</li></ul> |
| Would suit someone who: | <ul style="list-style-type: none"><li>• Has an outgoing and friendly personality.</li><li>• Wants to support their local community</li></ul>  |
| Required skills:        | <ul style="list-style-type: none"><li>• No qualifications are required for this role.</li></ul>   |
| Induction and training: | We provide a comprehensive induction programme including an ongoing training and awareness raising programme including manual handling  |
| References:             | 2 satisfactory references are required  |
| DBS status:             | An Enhanced DBS check is required for this role.  |
| Time of sessions:       | <ul style="list-style-type: none"><li>• Times will vary and will coincide with the Transport Shopping Service. The volunteer will be given an approximate time by the Transport Co-ordinator when he/she is required to be at the client's house. Each shopping trip will take between 90/ 120 minutes</li></ul>  |
| Commitment required:    | <ul style="list-style-type: none"><li>• We need a schedule of volunteers at least one week in advance. We can offer regular slots on the rota or an on-call rota.</li></ul>   |
| Satisfaction/benefits:  | <ul style="list-style-type: none"><li>• A meaningful contribution to someone's independence.</li><li>• A contribution towards the work of Community Support Services and a great way for you to meet and make new friends in the local community.</li></ul>   |
| Contact information:    | Preventative and Support Services Manager<br>Community Support Services<br>Elmbridge Borough Council<br>Civic Centre, High Street, Esher<br>Tel No: 01372 474552<br>Email Address: <a href="mailto:commservices@elmbridge.gov.uk">commservices@elmbridge.gov.uk</a>   |