Volunteering Opportunities Matrix – Projects/Services – Quarter 3 2018-19

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|  | Options Day Service | Options Social Club | Coffee Shop – Front of House |
| Time Commitment | Day service that runs 9.30am-3.30pm Mon-Fri  Hours amount agreed with project workers | Thursday Evenings  Between 6pm and 8pm | Monday – Friday 9.30-3pm  Saturday 10-12noon  Hours amount agreed with coffee shop supervisor |
| About the Service/Project | Promote independence, choice, control and social inclusion for adults with a disability. Activities include daily living skills, adult education sessions, confidence and self esteem building, healthy living workshops and community activities | The Options Evening Social offers a safe and friendly environment for adults with a disability to socialise, make new friends and try new activities outside of normal day service hours. The Social Club also gives carers a short break from their caring responsibilities. | The Mall Coffee Shop is an extremely popular cafe with customers of all ages and offers a selection of freshly prepared food at affordable prices to suit all tastes and budgets. |
| Tasks | Support day to day running of the project, support members to participate in activities, help set up and clear away | Assist in the setup and clearing away of equipment each session, support PCP staff with delivery of activities and support members to participate. Assist with seasonable events such as Christmas and Halloween disco. Help provide a safe and friendly environment for members | Take orders for the kitchen team, serve tea and coffee and range of food to customers. Keep serving and seating area clean and tidy. Clear away tables. Adhere to Health and Safety regulations and food safety regulations. |
| Where | Pioneering Care Centre, Newton Aycliffe | Pioneering Care Centre, Newton Aycliffe | Coffee Shop at the Pioneering Care Centre, Newton Aycliffe |
| Training | DBS required (paid by project), induction training given by options team | DBS required (paid by project), induction and support given by options team | Health and Safety and Food Safety training required |

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|  | Community Computer Suite | Cycle Marshalls | Walk Leaders |
| Time Commitment | The suite is open 6 days a week. Hours amount agreed with project lead | Monday 10am-12pm and 1-3pm (advanced)  Wednesday 10am-11am  Saturday 10am-12pm (advanced)  Hours are flexible and agreed amongst Cycle Marshals | Walks are currently on Thursday’s 10.30 – 11.30am. |
| About the Service/Project | The Community Computer Suite is available for drop in use for anyone who wishes to use it for their own benefit or take part in a range of different organised classes, With access to laptops and iPads as well as a screen for educational classes; such as job searching sessions or Microsoft Office learning | Open to people aged 16 years plus and led by qualified cycle leaders. Delivered in partnership with the 'Get Active' team to help build up cycle confidence. Equipment provided | Explore Newton Aycliffe and beyond with a leisurely walk, whilst meeting new people. |
| Tasks | Lead on workshop/support sessions for basic IT courses, provide one to one support to users who have basic ICT needs, Increase users confidence in using a computer, to provide advice, support and coaching in ICT skills according to the specific needs of the users | Lead a group of participants on rides at a suitable pace (or be a back marker). Administer first aid on rides as and when needed. Ensure registration forms, PAR-Qs and registers are completed before rides. Basic bike maintenance. Ensure cycle routes are safe and adapt routes according to conditions. | To lead the group on the walks at a suitable pace, be responsible for First Aid on walks (training will be given), assist in planning the routes for the walks, ensure all safety precautions are taken for each walk, including the completion of Health Walks Questionnaire |
| Where | Pioneering Care Centre, Newton Aycliffe | Rides leaving from the Pioneering Care Centre, Newton Aycliffe | Walks start from Pioneering Care Centre, around local area of Newton Aycliffe |
| Training | DBS required (paid by project), induction carried out by project lead, | DBS required  First aid (provided by PCP)  Cycle Leaders certificate (usually DCC). | Induction and Training to be provided by PCP including First Aid |

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|  | Events | Fundraising | | Gardening |
| Time Commitment | Dependent on Event – ranging from 1-5 hours per event such as Family Fun Day, Xmas Craft Fair | To be arranged with project lead, as dependent on type of fundraising opportunity, eg, bag collection, promotion awareness | | Hours will be variable but negotiated |
| About the Service/Project | A fully accessible 'one stop shop', the Pioneering Care Centre is a purpose built healthy living centre in Newton Aycliffe. The Centre was built to support disadvantaged people to improve their health and wellbeing. | PCP delivers a number of projects and activities supporting disadvantaged people to improve their health and well-being across County Durham, Tees Valley and Sunderland  Fundraising provides a vital role in sustaining the projects and services that PCP help to deliver in the community | | We are a group of gardeners of all ages and abilities who attend the Pioneering Care Centre therapeutic workshops in Newton Aycliffe.  Working together, socialising, exercise, enjoying the fresh air and the bonus of fresh produce to take home makes for a great morning or afternoon in the garden. |
| Tasks | To deliver promotional materials advertising the event, Assist with the setting up and clearing away at events, to welcome and direct members of the public attending events, handing out goody bags or freebies  To assist in the promotion of PCP services and projects  To operate the clicker to count footfall  To collect any registration and evaluation forms | Support local fundraising and awareness events, Manning a stall at an event, Putting up posters or handing out flyers  Engaging Schools, universities, shops and commercial organisations in fundraising activities for PCP. Seasonal events (Christmas Craft Fair, Wrapping Table)  Support with bucket/street collections or bag pack coordination | | To carry out weeding in the raised plots and flower beds, To ensure all raised plots and flower beds are adequately watered  To maintain grassed areas of the garden (mowed and trimmed), To keep the pond clear of leaves, To keep the tools and the greenhouse tidy, To plants new bulbs, shoots and vegetables, and take cutting as required.  To add to and make use of the compost heap as much as possible |
| Where | Pioneering Care Centre, Newton Aycliffe, with potential for community venues across PCP delivery areas | Pioneering Care Centre, Newton Aycliffe, with potential for community venues across PCP delivery areas | | Community Garden at the Pioneering Care Centre, Newton Aycliffe |
| Training | Induction and Training to be provided by PCP and project lead | Induction and Training to be provided by PCP and project lead | | Health and Safety training provided by PCP facilities team, induction provided by PCP |
|  | SSNP | | Cancer Awareness Champions | |
| Time Commitment | To be arranged depending on activity i.e. events, admin, assisting H&W programme. | |  | |
| About the Service/Project | The service is available to any resident of Stockton-on-Tees over the age of 16.  The service offers client’s up to four appointments providing one to one support which enables them to access a range of activities and support that will help them to improve their health and wellbeing and develop emotional resilience. | |  | |
| Tasks | Providing media cover on social media such as Facebook and Twitter. Possibility of developing other social media avenues such as blogs. Assisting with compiling newsletters. Gathering and writing real life case studies. Attendance at events. Leaflet distribution. To assist with the administration of the service such as, phone calls, letters, filing and data input  To assist with the promotion of the SSNP service.  To attend internal/external events as appropriate  To assist with the follow up appointments with clients  To assist with information gathering regarding local services/activities and support available to clients  To liaise with clients and partner organisation’s as appropriate | |  | |
| Where | Catalyst House, Stockton. | |  | |
| Training | Induction and Training to be provided by PCP and project lead | |  | |

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|  | Healthwatch Stockton | Healthwatch Durham | Healthwatch Sunderland |
| Time Commitment | To be arranged depending on activity i.e. events, admin, Enter & Views etc. | To be arranged depending on activity i.e. events, admin, Enter & Views etc. | To be arranged depending on activity date and time. |
| About the Service/Project | Healthwatch works with local people, patients, service users, carers, community groups, organisations, service providers and commissioners to get the best out of local health and social care services | Healthwatch works with local people, patients, service users, carers, community groups, organisations, service providers and commissioners to get the best out of local health and social care services | Healthwatch works with local people, patients, service users, carers, community groups, organisations, service providers and commissioners to get the best out of local health and social care services |
| Tasks | **Healthwatch Champion**  Healthwatch Champions support the work of Healthwatch Stockton by talking to local people in the community at engagement events and community groups gathering experiences about local health and care services. They act as a representative for us at local events and meetings and make sure the views of local people are heard and taken seriously.  **Authorised Enter & View Representative**  Enter and View is one way Healthwatch Stockton can gather information needed about services and collect views of service users, their carers and relatives, as well as staff. Healthwatch Stockton has a statutory power that allows us to Enter and View publicly funded health and social care premises to speak to people about their experiences. Authorised Enter & View Representatives help us conduct these visits and spend time talking to patients, carers and relatives as well as helping us report back on our findings. | **ENGAGEMENT VOLUNTEER**  - to gain the views of health and social care service users at events and other organised activities  **HEALTHWATCHER**  -to be actively able to update information (i.e. Leaflets) to local service providers and relevant groups  **MEETING REPRESENTATIVE**  To represent Healthwatch at meetings, report on activity, relevant issues or opportunities  **ENTER AND VIEW**  Fully Trained/Part Trained-to conduct formal Enter and View visits to social care services to observe services being provided   * Other specific Volunteer Roles:-Research/News Gathering/Board members | **Healthwatch Champion**  Purpose of the role: Volunteers will support the engagement work of Healthwatch Sunderland across the local community by channelling the views of local people and telling us what matters to people who use health and social care services.  Volunteers will be committed to improving health and social care services and be willing to support and promote the work of Healthwatch in their community.  Volunteers will signpost local people to the Healthwatch Information and Signposting Service for information on health and social care service and how to complain about services.  As a Healthwatch Champion you are asked to:  •Promote Healthwatch Sunderland and its role within the community – what we are and what we do and encourage individuals and organisations to sign up to our e-distribution list to enable them to access our monthly e-bulletin.  •Distribute Healthwatch Sunderland information and promote Healthwatch Sunderland to local people at city wide events.  •Engage with people in the community to discover their views and experiences of local health and social care services.  •Enter & View health and social care provision premises while services are being delivered and report back findings.  •Where appropriate attend meetings, events and groups as a Healthwatch participant or representative. |
| Where | Outreach across Stockton | Across Country Durham | Across the City of Sunderland |
| Training | Induction and Training to be provided by HW | New volunteers will receive induction/Handbook/agreement/I.D./ and other relevant paperwork) and all volunteers will be offered 6 monthly appraisal  (which will identify any training requirements/desires)  All volunteers will take part in Safeguarding training. | Induction training into HWS. Mandatory training in safeguarding children and adults. Enter and view activity will require a DBS and Authorised Enter and View training. All training will be arranged for and provided free by HWS. |

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|  | Wellbeing for Life  Community Health Champions | Wellbeing for Life  Community Health Trainers |
| Time Commitment | We ask for a minimum of 2 hours per week, but working times are flexible | We ask for a minimum of 2 hours per week, but working times are flexible |
| About the Project/Service | The Wellbeing for Life service provides support to people to live well in County Durham, by helping to address the factors which influence their health and build their capacity to be independent, resilient and maintain good health for themselves and those around them  Wellbeing for Life Health Trainers work with individuals on a 1-1 basis to recognise the issues that are affecting their wellbeing and help them make positive changes | |
| Task | Attend 1:1 sessions with Volunteer Mentor Provide support for individuals and groups who require support with making lifestyle changes to improve and maintain their health. Signpost potential clients to health improvement services  Champion healthy living information and signposting in their local community | Work with clients on a one-to-one basis  Help sustain/deliver group activities  Work with a caseload of clients independently  Provide support for individuals and groups who require support with making lifestyle changes to improve and maintain their health  Signpost potential clients to health improvement services |
| Where | Across County Durham Area | Across County Durham Area |
| Training | DBS Check Required | DBS Check Required |