

## Volunteer Role Description

Role Title:	Good Neighbour (Newcastle)
Time/Frequency:	Fully flexible – whatever suits the volunteer!
Location:	In the community or in a beneficiary's home

### The Project

We would all like to live in a place that has a sense of community, where people have positive health and wellbeing, and look out for their neighbours. That's why, starting in 2025, Volunteering Matters have partnered with Newcastle City Council to set up the Good Neighbours project. The Good Neighbours project recruits, trains and supports volunteers, who provide "a little bit of help" to people who may be socially isolated, or who don't have many people around them.

### The Volunteering Role

By becoming a Good Neighbour, you will provide "a little bit of help" to people who may be socially isolated, or who don't have many people around them. Volunteers provide social, emotional or practical support, completing one-off or short-term tasks, supporting people in the community who may be isolated, older, have a disability, or otherwise in need.

This is a fully flexible volunteering role, giving you the chance to help out in your local community at a time that suits you, or fits around your busy schedule! Volunteers can choose from a range of tasks or activities available, using the innovative volunteering app "Volunteero" or via an online portal.

Tasks and Activities (flexible – volunteers can choose which tasks they interested in and when)

- Use of public transport, or volunteers own vehicle (expenses paid)
- Grocery shopping and delivery
- Prescription collection and delivery
- Volunteer Buddy – In Person
- Volunteer Buddy – Over the Telephone
- Respite Visitor – keeping someone company while a family member is out
- Light household cleaning or tidying in someone's home
- Light gardening at someone's home
- Handyperson – basic jobs within someone's home
- Dog Walking in the community
- Meeting or Appointment companion in the community
- Driving someone to an appointment, group, or activity
- Helping someone to get online, or with I.T
- Helping someone with paperwork or documentation
- Helping someone by signposting them to groups/activities/events/other support locally

### Skills and Qualities

- Honest, reliable, caring, positive, and friendly volunteer
- Good communication skills

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- Good people skills to interact with members of the public who may be vulnerable
- Good organisation skills
- Ability to use an app, or online portal, to select volunteering tasks (full training and support is provided, the app is very user-friendly even for those with minimal IT skills)

## Volunteer Requirements

- Volunteers must be aged 18+
- Able to give a little time on a regular basis, to complete a task or activity for a person in need
- This role requires an Enhanced Level DBS (Criminal Record Check). There is no cost to the volunteer, and support is provided with the process of having the check completed. If you already have a DBS check at this level, registered on the Update Service, another check is not required.

## What you'll receive

- We aim to offer you a rich and rewarding volunteering experience!
- A single point of contact who will check in with you regularly and be on hand to offer help, encouragement and support throughout your volunteering journey
- All relevant induction and ongoing training
- Access to any resources or guidance that will support you to achieve success
- Flexibility around your volunteering role, recognising the need for holidays, time away, or other personal commitments
- The chance to meet other volunteers, take part in social events, and the opportunity to share your story
- We will re-imburse you with any pre-agreed travel and out-of-pocket expenses
- Finally, as a volunteer, you can always expect to be treated with kindness, compassion, respect, with thanks, and so much more.