



## **VODA Volunteer Role Description – COVID-19 Good Neighbours Response**

### **Tier 1 Shopping Volunteers**

#### **About VODA**

VODA is a registered charity that believes volunteers and community organisations change people's lives for the better. We provide support to volunteers and community organisations operating in North Tyneside.

#### **About Good Neighbours**

The Good Neighbours project recruits, trains and supports volunteers to carry out a variety of practical tasks commonly associated with those carried out by a 'good neighbour'. In light of the COVID-19 outbreak we are scaling up our Good Neighbours project to help meet increased need in the community.

#### **About This Role**

It is essential that people who are self-isolating still have access to essential items. These people might be isolating due to illness or as a precautionary measure. VODA is working with North Tyneside Council and local community groups to identify vulnerable residents who desperately need this support.

We are looking for volunteers that we can call upon to help with the following tasks:

- Collecting and delivering shopping that someone has ordered and paid for online and leaving it on their doorstep – avoiding any face-to-face contact.
- Collecting and delivering a basic shopping pack containing essential items that VODA has sourced and leaving it on someone's doorstep - avoiding any face-to-face contact.

This role will not involve volunteers handling any money or having any contact with the beneficiary. This is essential to safeguard both the volunteer and the beneficiary.

When dropping off shopping volunteers should leave the shopping bags on the doorstep, ring the door-bell and then take at least three steps back. Once the beneficiary has retrieved the shopping the volunteer should contact VODA to let us know the task has been completed.

#### **Support on Offer**

Volunteers will be able to access the following support from VODA:

- Telephone and email support at all times during your volunteering
- Reimbursement of any travel expenses incurred whilst volunteering
- Access to guidance on Safeguarding and Lone Working
- All volunteers will be covered by VODA's policies and procedures.
- A certificate of thanks when the dust settles!

---

#### **NORTH TYNESIDE VODA**

**T:** 0191 643 2626 **E:** [admin@voda.org.uk](mailto:admin@voda.org.uk) **Twitter:** @NTynesideVODA **Facebook:** @ntvoda

[www.voda.org.uk](http://www.voda.org.uk)



## Good Neighbours COVID-19 Volunteering Guidance

We want all volunteers to feel safe and enjoy making a positive contribution. We ask all volunteers to follow these simple steps to ensure their safety and the safety of others.

### Look After Yourself

- 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.
- Please wash your hands thoroughly (for at least 20 seconds) before and after carrying out your volunteering activity to help minimise any risk of infection.
- Only carry out tasks that have been agreed by VODA. It is important you do not enter the beneficiary's house or offer any additional support without discussing this with us first. If you are in any doubt please give us a call.
- Make sure someone knows your whereabouts at all times - ideally a friend or family member. Ask them to contact VODA if they have any concerns about your safety.
- Don't take on too much. Every little helps. If you find that you are no longer able to continue your volunteering that's fine. Just let us know. You don't need to be a hero!
- If you need any help - just ask!

### Look After Others

- If you have any concerns about someone's welfare don't try to handle the situation yourself. Pass on any concerns to VODA as soon as you can so we can take the appropriate action.
- If a situation feels risky, it probably is. Call off your volunteering and contact VODA straight away.
- Keep people's personal information and circumstances confidential so as not to compromise their safety. Do not share people's details with friends and family or on social media.
- Do not offer advice unless you are trained to do so. Sometimes well-meaning advice can lead to negative consequences.
- If someone offers you a gift please politely decline it informing them that VODA has instructed you to do so.

---

#### NORTH TYNESIDE VODA

T: 0191 643 2626 E: [admin@voda.org.uk](mailto:admin@voda.org.uk) Twitter: @NTynesideVODA Facebook: @ntvoda

[www.voda.org.uk](http://www.voda.org.uk)