



Role Profile: Shopping Helper

Requirements

- Understanding of and respect for **equality** and diversity
- Evidence of **people skills**, ie the ability to engage and motivate vulnerable clients
- Ability to establish and maintain **appropriate boundaries** in volunteering role
- Good **communication skills** (written, verbal and listening)
- A commitment to **supporting clients** to gain independence
- A **caring personality** and a **positive attitude**
- **Sensitivity, diplomacy** and **reliability**
- Understanding and respect for **confidentiality**
- Being capable of using **common sense** and your **own initiative**
- Being **open to learning** and guidance
- Ability to work as part of a **team**
- Preferably able to **drive**
- An awareness of health and safety

“Knowing I made a difference was fantastic. I felt really proud to volunteer for YOU.”

Scott

Shopping Helper

We are looking for caring people to be volunteers who help clients with their shopping by:

- Helping them on their journey to the shop
- Helping them consider their budget
- Be on hand if needed
- Helping clients to be independent and feel supported.

