

## Area Contact Team Volunteer Role Description

Area Contact Team Volunteer – Area Contacts and Area Assists

Any location in your local area

Approx. 1 hour per week – no maximum, flexible to suit you.

No fixed term *\*please see notes*

This is an ideal role for anyone who has been a member for a little while (we recommend about a year, from past experience, but realise that everyone is different) and wants to help the charity and other members, whilst also connecting with others.

Previous Area Contact Volunteers have said they took on the role to ‘give something back’ after WAY has helped them so much. This is what WAY is all about – members coming together to offer friendship, advice and support, therefore having someone locally to facilitate this is invaluable!

Ideally, areas would have a named Area Contact and have a team of Area Assists, so if there is someone you would like to share the area with, please encourage them to contact the team on the email below.

### Key Tasks – shared between the team of volunteers

- Greet and support newly verified members via the website, you will be one of the first points of contact for new members, so you can help them find their feet and ensure they get the most out of their WAY membership. **(AREA CONTACT ONLY for initial contact)**
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- Signpost new members to the Services section of the website as appropriate to their individual circumstances. Some Area Contact Teams also manage a Facebook group specifically for their area.
- Organise and/or encourage other members in your area to arrange a wide range of events for both families and adults, enabling you to bring the members of your group to support each other.
- Ensure all events in your area are listed on the WAY website.
- Ensure all local event attendees are current members.
- Oversee or delegate the planning for a local Annual Big Picnic.
- Take responsibility for any area-owned promotional items i.e. banners and bunting. **(Ideally AREA CONTACT)**
- Help to raise awareness of WAY in the local community such as distributing posters and leaflets to churches, community centres, hospices, GP surgeries, hospitals and libraries.
- Keep up to date with WAY Widowed and Young events and news to enable you to respond to queries effectively.

## Relevant Skills, Competencies and Expectations

You must:

- be a current member of WAY
- be able to communicate effectively and feel comfortable in welcoming new members on the WAY website and on Facebook (if a Facebook user).
- be willing to offer help and information to members
- be willing to attend events/meetings and support others to do so.
- have a duty of confidentiality to WAY in line with our policies and procedures.
- have an understanding of the functions of WAY Widowed and Young.
- have a functional level of IT skills.
- have access to the internet.
- be willing to spread the word about WAY locally.
- advise us with as much notice as possible if you do not wish to continue in the role so that alternative provision can be made.

### To support your role, WAY Widowed and Young will:

- provide all necessary information, support and guidance to enable you to fulfil the role effectively and confidently.
- send notification to named Area Contacts within 24 hours of a new member joining their area with a link to the new member's profile on the website.
- have a custom website which allows Area Contacts to be recognised, to see members within their area, send messages, and post events.
- assist with publicising any organised events and holidays on the system.
- provide regular WAY updates to all volunteers.
- provide any assistance required finding a Big Picnic location and ensure all PR Packs and merchandise are sent to designated address on time.
- co-admin Facebook groups (where requested) to help ensure the membership lists are kept up to date.
- provide promotional items and awareness raising materials.
- provide training and support for any aspect of the role which you are unsure about.
- value the opinions of our volunteers and will be committed to developing consultation and representational procedures to ensure our services meet members' needs.

### Benefits of Volunteering

- The opportunity to use your skills and experience to contribute to the success of WAY Widowed and Young.
- The opportunity to meet new people and develop a Social Network within your local area.
- References to add to your CV.
- Increase your confidence and gain new skills.

**Most importantly, you will be valued member of WAY's volunteering community, helping to support our local members to get the most they can out of WAY.**

**For further information please contact:**

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