

Volunteer Schemes

Hospitality Action, a registered charity (Number 1101083), assists people, who are/were involved or the company/subsidiary that they work/worked for is involved in the direct provision of food, drink and accommodation away from home and their dependants.

Our Golden Friends are nearing or over pension age and would have worked in the hospitality industry for at least 5 years. We have nearly 1,600 Golden Friends across the UK and it is our aim to remain aware of the wellbeing of each one of them and to provide personal contact for those Golden Friends who would welcome it.

We are looking for people who can give up some time to visit our Golden Friends or make a regular short phone call to say hello and ask how they are doing. The important qualities needed are warmth, sense of humour, empathy, patience and communication skills. Our volunteers provide companionship, support and a listening ear to older people who may be lonely or isolated and would love a phone call or a visitor to drop by for a cup of tea and a chat. In return, you will receive appreciation and support and the satisfaction of knowing that your contribution has made a positive difference to someone's quality of life.

Why become a volunteer for Hospitality Action?

If you enjoy meeting and/or talking to people and have good listening skills, here are a few reasons why you should become a Hospitality Action volunteer:

- To meet or chat with new people, develop valuable friendships.
- To learn new skills and expand your knowledge.
- To directly impact on the lives of older people.
- To get the satisfaction of adding an extra dimension to somebody's life.
- To have fun!

Visitors need no previous experience. You will receive training, ongoing support and expenses are paid.

Recruitment and Selection

All new volunteers will be required to complete an application form. We also have to carry out some basic checks to help ensure the safety of the people we work with. Everyone who wants to volunteer must give two references and declare any criminal convictions they may have (both spent and unspent). We will also carry out an Enhanced Criminal Record check for anyone who becomes a visiting befriender. Having a criminal record will not automatically exclude you from volunteering and every person is considered on their own merits. All information will be held in the strictest confidence in accordance with GDPR legislation. Each volunteer will be entitled to a copy of this information, if requested.

If you would like to know more about volunteering visiting opportunities with Hospitality Action please contact Cathie Brennan ☎020 3004 5501 – E.mail: cbrennan@hospitalityaction.org.uk

Volunteer Visitors & Phone Friends

Role Description

The logo for Hospitality Action, featuring the words "Hospitality" and "Action" in white, stacked vertically, inside a red speech bubble shape.

Hospitality Action assists people, who are/were involved or the company/subsidiary that they work/worked for is involved in the direct provision of food, drink and accommodation away from home and their dependants.

The aim of our volunteer scheme is to support, and provide regular contact to, our Golden Friends regardless of religious denomination, political opinion, ethnic background, nationality, gender, disability, marital status, sexuality or place of residence. Our Golden Friends are nearing or over pension age and would have worked in the hospitality industry for at least 5 years.

Tasks:

Visiting

- To visit at least every other month, following up between the visits with a telephone call to ensure all is well with the previously agreed Golden Friends in order to befriend them, providing a listening ear and letting them know that we care. Also to find out about their needs as well as to take note of changes since the last contact.
- To complete the appropriate report after each visit and send it to Head Office
- To liaise with the Golden Friends Coordinator at Head Office regarding any issues that may arise.
- To very occasionally visit new applicants in order to take note of their home surroundings, background and needs and to help establish eligibility for financial help.

Phone Friend

- To telephone at least once a month for approximately 20 minutes for a chat in order to befriend them, providing a listening ear and letting them know that we care.
- To complete the appropriate volunteer telephone report forms after each call and send it to the Golden Friends Scheme Coordinator.
- To liaise with the Golden Friends Scheme Coordinator at Head Office regarding any issues that may arise.

Skills Required:

- Good communication skills.
- Good listening and empathy skills.
- Attentive, impartial, non-judgmental and respectful attitude.
- An understanding and commitment to maintaining confidentiality at all times.
- A willingness to travel by public transport and/or use of a car (visiting volunteers).
- A professional attitude to voluntary work.

More details are provided in the volunteer handbook.

Volunteer Application Form

**Hospitality
Action**

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www.hospitalityaction.org.uk
Registered Charity 1101083
Registered in England & Wales
Company No. 4914871

STRICTLY CONFIDENTIAL

Please answer the questions below in as much detail as possible.
The answers given will help Hospitality Action to understand your needs and wishes as a volunteer.

Please indicate below which volunteer opportunity are you interested in?

Volunteer Visitor Phone Friend Both

Personal Details

Forename(s):	Surname:	Title (Mr/Mrs/Miss/Ms/Other):
Date of Birth:		
Home Address:		

Telephone:	Home:	Mobile:
Work:	Fax:	
E-mail:		

Person to Contact in Case of Emergency (please provide name, relation to you, address and phone number)

Do you have access to a Car: **Yes** **No** (Please tick as applicable)

Skills (please refer to the Role Description for skills required)

Qualifications/ Skills/ Interest that may be relevant to the work of Hospitality Action:

Any work experience you would like to tell us about (please indicate briefly any previous experience of voluntary work if applicable):

What would you like to achieve by volunteering at Hospitality Action?

Do you have any special requirements that we would need to consider if you were to become a volunteer? Please give details.

References

Please give details of two people (not relatives) who have known you for at least 3 years and will be able to tell us about your suitability to volunteer at Hospitality Action. We will write to your referees as soon as we receive your completed form. We will need to have received two satisfactory references before you can start visiting for Hospitality Action. All references will be kept completely confidential.

Name:
Address:
Capacity in which known:

Name:
Address:
Capacity in which known:

Criminal Convictions and Criminal Record Checks

Volunteer posts involved with working with vulnerable adults are exempt from the Rehabilitation of Offenders Act Section 4 (2) and you are not entitled to withhold information about convictions which for other purposes are 'spent' under the provisions of the Act.

We are required to ask if you have ever been convicted of a Criminal Offence YES/ NO
If yes, please give details

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The Care Standards Act 2000 requires all the volunteers who may be working with vulnerable people to make disclosure of all criminal convictions. This will be taken by reference to the Criminal Records Bureau and the procedure will be explained during the application process. Information derived there from will not necessarily debar you from becoming a volunteer of Hospitality Action and will be held in the strictest confidence according to GDPR legislation.

Declaration

I confirm that to the best of my knowledge the information contained in this application form is true and accurate. In accordance with the General Data Protection Regulation (GDPR) (EU) 2016/679, I give consent for the information on this form to be held by Hospitality Action and processed for the purpose of my role as a volunteer. I understand that Hospitality Action reserves the right to stop me visiting on their behalf should they discover any false or undisclosed information.

Signed _____ **Date** _____

Volunteer Monitoring Form

**Hospitality
Action**

Hospitality Action strives to ensure equality of opportunity in its volunteer policies and so we continue to monitor our volunteer recruitment practices. This will help us to identify areas of under-representation and to assess those areas where positive action is needed.

Your co-operation in completing this form will be greatly appreciated. We must stress that any information you give will be strictly confidential to Hospitality Action. You are not obliged to answer any of the questions, but you will appreciate that for our monitoring policy to be wholly effective, we hope to have a 100% response. If you do not wish to answer any question(s), this will not affect your application in any way.

There follows an explanation of some of the sections where appropriate. Thank you for your time and co-operation in completing our form.

Surname **First name**

1. Ethnic Origin

The classifications we have used are those currently recommended by the Commission for Racial Equality. Choose one section from A to E, and then tick the appropriate box to indicate your ethnic background.

A. White	B. Mixed	C. Asian or Asian British	D Black or Black British	E Chinese or Other ethnic group
<input type="checkbox"/> White British <input type="checkbox"/> White Irish <input type="checkbox"/> Any other White background	<input type="checkbox"/> White and Black Caribbean <input type="checkbox"/> White and Black African <input type="checkbox"/> White and Asian <input type="checkbox"/> Any other Mixed background	<input type="checkbox"/> Indian <input type="checkbox"/> Pakistani <input type="checkbox"/> Bangladeshi <input type="checkbox"/> Any other Asian background	<input type="checkbox"/> Caribbean <input type="checkbox"/> African <input type="checkbox"/> Any other Black background	<input type="checkbox"/> Chinese <input type="checkbox"/> Any other - please write in

2. Gender (please tick) Male Female

3. Age My date of birth is:/...../.....

4. Religion _____

5. Disability

Do you have any disabilities?

Yes /No (if yes please tick the appropriate box)

Disabled but not in receipt of disability benefit

Disabled and in receipt of disability benefit

Have special needs access

Have a visual impairment

Have a hearing impairment

Other (Please specify) _____

If your answer is affirmative to question 5 please let us know what support (if any) would be required to enable you to volunteer

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6. How did you hear about our volunteer scheme?

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