

Volunteer Role Description

Helping Hands Social Group Co-ordinator

Aim or goal of the position:

Our Helping Hands befriending team provides meaningful social support for individuals who are isolated or feeling lonely to connect with others—supporting their overall health and emotional well-being. It's incredible how having companionship can brighten someone's day/week and significantly improve their quality of life.

The people we support are living with deteriorating health, while some may have limited mobility, others remain active and enjoy outings with their befriender. Our volunteers are a valued part of our team. In addition to mandatory training, they are invited to regular catch-up meetings and inclusive group sessions that help build a strong sense of community.

We're currently looking for someone to help coordinate our regular "Brew and Blether" sessions—friendly, informal gatherings where clients and volunteers can come together for a chat, a cuppa, and some much-needed social connection. These sessions are a key part of our work to reduce loneliness and build community.

If you're organised, compassionate, and enjoy bringing people together, we'd love to hear from you!

Main responsibilities:

To coordinate group sessions for Helping Hands clients and Volunteers.

- Identify and book suitable venues for group sessions, ensuring accessibility and comfort for all attendees
- Share session details with volunteers using the volunteer management system (Better Impact)
- Maintain accurate attendance records by tracking participation through the volunteer database
- Organise catering arrangements, including placing and managing food and drink orders for each session
- Coordinate volunteer involvement for each session, including:
 - Setting up and tidying the venue
 - Serving refreshments
 - Providing transport for clients to and from the venue
 - Assisting individuals who use mobility aids
 - Offering one-to-one support for clients who may need additional attention or interaction

Skills / attributes and/or qualification(s) required:

- Use of the Better Impact volunteer management database (training will be provided)



- Strong organisational abilities, with attention to detail and effective time management
- Excellent interpersonal and communication skills, both written and verbal
- Reliable, adaptable, dependable, and punctual
- Comfortable interacting with individuals experiencing declining health
- Able to approach others with calmness, compassion, empathy, and sensitivity, maintaining a respectful and non-judgmental attitude
- Meet PVG requirements

Volunteer Benefits:

- Make a meaningful impact by supporting the wellbeing of clients experiencing loneliness or declining health
- Build confidence and form new friendships through shared experiences and social connection
- Develop advanced communication and active listening skills
- Receive role-specific training to support your personal and volunteer development
- Contribute to the wider work of Highland Hospice and its mission within the local community
- Access to Wellbeing Solutions membership – <https://www.wsm-wellbeing.co.uk>
- Enjoy a 20% discount on food and drink at the By the River Café at Ness House, Inverness (with valid volunteer or staff ID)

Estimated hours:

Approximately 2 – 4 hours weekly

Length of commitment sought: Open ended

Mandatory Training:

- Helping Hands information session - approx. 3 hours usually at Highland Hospice
- Adult support and protection – approx. 1 hour

Online Modules:

- Moving and Handling Training Patient / Client – approx. 1.5 hour
- Cyber Security and GDPR – approx. 30 minutes
- Fire Safety Awareness for Volunteers – approx. 30minutes
- Food Hygiene – approx. 20 minutes

Non Mandatory Training:

Other training available is desired and suitable to your role:

- Last Aid
- Dementia Awareness
- Sensitive Conversations

Location: Highland Hospice, Ness House, 1 Bishops Road, Inverness and external at various venues

Role supervisor(s)/ Line manager: Helping Hands Team Lead and/or Coordinator

For further information and application contact the Volunteer Office on 01463 227902 or email volunteer@highlandhospice.org.uk