



## **BLACK ISLE CARES VOLUNTEER ROLES**

### **GENERAL INFORMATION**

#### **Skills & attributes required for all roles:**

- Caring, empathetic manner and good social & communication skills
- Flexible, common-sense approach to situations
- Reliable and punctual
- Meet driving requirements (full, clean licence and appropriate motor insurance), where appropriate to role
- Own transport an advantage but not essential

#### **All Black Isle Cares volunteers are expected to:**

- Offer support to clients in non-discriminatory, non-judgmental way
- Respect client confidentiality and data protection
- Establish and maintain appropriate boundaries within volunteer/client relationships
- Refrain from becoming involved in inappropriate activities for clients, such as personal/clinical care, counselling or financial/legal matters
- Work in accordance with BIC's organisational policies and procedures
- Meet Disclosure Scotland PVG Scheme requirements
- Attend induction and participate in relevant training, supervision etc relevant to their role
- Liaise closely with the BIC Coordinators and pass on any concerns about clients

#### **Benefits to the volunteer:**

- Opportunity to contribute to the wellbeing of clients, their carers and families
- Enhance their own wellbeing, gain confidence and form new friendships
- Enhance communication and social skills
- Receive ongoing training, supervision and support

#### **Time commitment:**

- This will vary according to the role undertaken but Befriending and Meals volunteers are asked to commit a minimum of an hour a week for at least six months
- Other more general roles are more flexible and dependent on volunteer's circumstances and client needs

## **BEFRIENDING VOLUNTEERING**

BIC Befriending Service (in collaboration with the Highland Hospice Helping Hands project) offers support and companionship to people affected by social isolation, loneliness, advancing illness and other hardships. The duties and responsibilities of a BIC befriender are tailored to the needs of the individual client, as far as possible.

### **Main responsibilities & tasks:**

- Supporting clients and their family/carers in their own home by providing friendship and social support in non-discriminatory, non-judgmental way
- Providing companionship through chatting, reading, trips out etc
- Providing respite for carers for short periods (up to maximum of three hours) if requested

## **MEALS AT HOME VOLUNTEERING**

BIC Meals at Home Service offers meals to clients experiencing social isolation or life-limiting circumstances such as ill-health. Local restaurants provide freshly prepared lunches which we deliver up to three days per week.

### **Main responsibilities & tasks:**

- Collecting meals from catering locations or BIC office
- Delivering meals to clients at their homes
- Providing social interaction to clients
- Taking meal orders or payments and passing on to BIC staff

## **GENERIC VOLUNTEERING**

Black Isle Cares' main services are Meals at Home and Befriending but often isolated members of the community require or request more general "ad hoc" support.

### **Main responsibilities & tasks:**

- Providing transport for community members to local activities and appointments (eg hospital)
- Supporting community members with simple tasks such as accompanying them to appointments or to the shops.
- Doing shopping (online and in-store) for them or picking up items such as prescriptions
- Helping people with simple, domestic tasks like cooking, DIY or gardening

## **GROUP ACTIVITIES VOLUNTEERING**

BIC organises a range of group activities to complement their other services.

### **Main responsibilities & tasks:**

- Assisting with the running of group activities such as the weekly Mix & Mingle sessions
- Providing help with other events such as the BIC Community Café

## **COMMUNITY GARDEN VOLUNTEERING**

BIC is responsible for the Community Garden outside the Black Isle Leisure Centre in Fortrose and volunteers help to maintain the area. The area is open for community members to sit in and seating & tables are provided.

### **Main responsibilities & tasks:**

- Assisting with maintenance of community garden outside the Black Isle Leisure Centre (planting, weeding, grass cutting etc)

## **COMMUNITY LARDER VOLUNTEERING**

BIC is responsible for the Community Larder situated outside the Black Isle Leisure Centre in Fortrose. The Larder is available 24/7 to all community members in need. Volunteers keep the Larder tidy and well-stocked.

### **Main responsibilities & tasks:**

- Assisting with keeping the Fortrose Community Larder (located outside Black Isle Leisure Centre) appropriately stocked
- Help to keep the stock cupboard within BIC office tidy

## **FOR FURTHER INFORMATION AND APPLICATION:**

### **Meals at Home, Community Larder/Garden, Generic Volunteering:**

Karin Moll, Meals at Home Coordinator

E: [admin@blackislecares.com](mailto:admin@blackislecares.com) M: 07548 343375

### **Befriending, Group Activities, Generic Volunteering:**

Elaine Fetherston, Befriending Coordinator

E: [befriending@blackislecares.com](mailto:befriending@blackislecares.com) M: 07720 168266

W: <https://www.blackislecares.com/volunteering>

Black Isle Cares office, Black Isle Leisure Centre, Deans Road, Fortrose, IV10 8TJ