



VOLUNTEER ROLE DESCRIPTION:

Care Home Bar Assistant volunteer

Why get involved with the Royal British Legion (RBL)?

You don't need to be an RBL member or have links to the Armed Forces community to volunteer with us. You'll be joining the UK's leading Armed Forces charity, the heart of a national network that supports our Armed Forces community through thick and thin – ensuring their unique contribution is never forgotten.

How will I make a difference as a *Care Home Bar Assistant volunteer*?

In this role you will be supporting RBL by contributing to the smooth operation of the Care Home's functions by supporting the Care Home Bar, enhancing the services provided to the resident.

What will I be doing as a *Care Home Bar Assistant volunteer*?

- Serving drinks to the residents, ensuring any special requirements around eating and drinking are met, as directed by care staff.
- Keeping the bar area clean and tidy.
- Stock taking and reporting any requirements to Wellbeing Manager/Lead.
- Using the till and keeping accurate records of residents spend for tabs or invoices.
- Talking to residents and hearing their stories, leading/participating in bar games and activities.
- Reporting on any concerns or 'good news' stories to the Wellbeing manager/Lead.

What won't I be doing as a *Care Home Bar Assistant volunteer*?

- Ordering of bar stock.
- Moving or transferring of residents who require assistance, or any heavy lifting.

What skills and experience would I need, or could I develop?

- Be a good listener, effective communicator and enjoy conversation with a wide variety of people.
- Be computer literate or willing to learn.
- Understanding of and empathising with the needs of older people.
- Be flexible in approach but willing to give a regular commitment of time to the role.

What support will be available to me?

- An initial 2-day induction, followed by annual refresher training.
- A designated person to discuss your volunteering with.
- Training and opportunities for further development.
- A handbook to support your volunteering.
- Day to day support from a member of the team.
- A volunteer agreement that outlines both our expectations of you as well as what you can expect from us.

- **This role is purely voluntary, and this arrangement is not meant to be a legally binding one or an employment contract.**



What else do I need to know?

Where:	Volunteer role to be carried out in the home.
Time commitment:	A regular commitment of time, which will be agreed with your volunteer manager.
Training/Resources:	Induction. Annual in-house training courses
Expenses:	Reasonable out-of-pocket costs agreed in advance will be reimbursed.
Extra Information:	The minimum age for Care Home volunteer Bar assistant is 18 years old. Two* satisfactory references and a criminal record (DBS) check are required. *If you are already a RBL volunteer, we will only require one reference, from your RBL contact.

In order to comply with charity regulations, we reserve the right to carry out additional screening if we consider it appropriate to do so.

What are the benefits for me?

- Be part of a committed and friendly team.
- Excellent socialising opportunities.
- Develop and learn new skills.
- Excellent CV building opportunity.
- An opportunity to make a difference to the Armed Forces community within our care homes.

RBL values and behaviours' – does the following describe you?

- Passionate about supporting the Armed Forces community and honouring their contribution.
- A desire to provide great support in all that you do.
- Enjoy and thrive in working in teams and with others.
- An encourager, eager to share your knowledge and experience to help others.
- Committed to being the best you can and to learn and develop new and existing skills.

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