

# Policy

## Short term, micro volunteering

- Shopper
- Deliverer and collector
- Assistant at event
- Litter picker

These roles offer a different type of volunteering for those who may not be able to commit too much time, but may feel this is a good way to make a contribution as it fits in with their personal, domestic and work commitments. Example of opportunities include helping with shopping, collections and deliveries, assistance at an event or picking litter in a group and/or in your locality. It is a great way to make a difference in a short time.

| Role                 | Shopper                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|----------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Summary of role      | This involves shopping for people who may not be able to do this for themselves.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Key responsibilities | <ul style="list-style-type: none"><li>• Contact with the client/person in need, compilation of their shopping list, ensuring they have all the essentials they need to get them through the following week, adding and taking away items from their standard list as necessary.</li><li>• Purchase the items, on behalf of the client, as near as possible, depending upon availability, ideally from the clients preferred shop or similar by agreement.</li><li>• Deliver the shopping to the client's doorstep at a mutually agreed time (this needs to be convenient for both the client and the volunteer).</li><li>• Copy the receipt, then give to client who will ideally pay using the electronic card reader, whilst submitting the receipt via an expenses claim for refund. Cash should only to be exchanged in special circumstances.</li></ul> |
| Specific skills      | <ul style="list-style-type: none"><li>• Good communication skill.</li><li>• Honesty, integrity and kindness.</li><li>• Ability to follow guidelines in a timely manner.</li><li>• Ability to maintain confidentiality about individuals supported during volunteering activities.</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Capabilities         | <ul style="list-style-type: none"><li>• Understanding of confidentiality.</li><li>• Empathy, patience and sensitivity.</li><li>• Reliability and integrity.</li><li>• Flexibility.</li><li>• Understanding of the local community.</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |

| <b>Role</b>                 | <b>Deliverer and collector</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|-----------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Summary of role</b>      | This involves collecting or delivering something for a people who are not able to do this for themselves. It could be a one-off errand such as taking a parcel to the post office, collecting an item from a click and collect, delivering prescriptions or newsletters and other information.                                                                                                                                                                                                                                                                                                                                              |
| <b>Key responsibilities</b> | <ul style="list-style-type: none"> <li>• Contact with the client/person in need, for details of task.</li> <li>• Deliver or collect at a mutually agreed time (this needs to be convenient for both the client and the volunteer).</li> <li>• If payment is involved, copy the receipt, then give to client who will ideally pay using the electronic card reader, whilst submitting the receipt via an expenses claim. Cash should only to be exchanged in special circumstances.</li> <li>• Prescription deliveries involve collection from the pharmacy and delivering to the client's doorstep within a specified timeframe.</li> </ul> |
| <b>Specific skills</b>      | <ul style="list-style-type: none"> <li>• Good communication skills.</li> <li>• Honesty, integrity and kindness.</li> <li>• Ability to follow guidelines in a timely manner.</li> <li>• Ability to maintain confidentiality about individuals supported during their volunteering activities.</li> </ul>                                                                                                                                                                                                                                                                                                                                     |
| <b>Capabilities</b>         | <ul style="list-style-type: none"> <li>• Understanding of confidentiality.</li> <li>• Empathy, patience and sensitivity.</li> <li>• Reliability, integrity.</li> <li>• Flexibility.</li> <li>• Understanding of the local community.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                             |

| <b>Role</b>                 | <b>Assistant at events</b>                                                                                                                                                                                                                                                                                                                |
|-----------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Summary of role</b>      | Being an ambassador for Redbourn Community Group which might involve chatting to visitors about volunteering, assisting with promotional activities.                                                                                                                                                                                      |
| <b>Key responsibilities</b> | <ul style="list-style-type: none"> <li>• Liaison with the organiser to determine extent of involvement, agreeing rota commitments.</li> <li>• Play a full part in the activities and assist with setting up, or specific tasks related to the event.</li> <li>• Assistance with fund raising and promotion at the event.</li> </ul>       |
| <b>Specific skills</b>      | <ul style="list-style-type: none"> <li>• Good communication skills, ability to engage with public.</li> <li>• Ability to follow guidelines in a timely manner.</li> <li>• Able to work effectively in a team and support others in their roles.</li> </ul>                                                                                |
| <b>Capabilities</b>         | <ul style="list-style-type: none"> <li>• Understanding of RCG and its role in the community.</li> <li>• Understanding of the local community.</li> <li>• Reliability and integrity.</li> <li>• Ability to adapt to respond to unexpected requests.</li> <li>• Ability to commit to a rota, e.g. a couple of hours at an event.</li> </ul> |

| <b>Role</b>                 | <b>Litter picker</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|-----------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Summary of role</b>      | This involves collecting litter, as a volunteer for Redbourn Community Group, to keep the Redbourn local environment clean and tidy.                                                                                                                                                                                                                                                                                                                                      |
| <b>Key responsibilities</b> | <ul style="list-style-type: none"> <li>• Participate in litter picking activities with other volunteers, you will be provided with a Hi-Vis vest and a litter picker.</li> <li>• If asked, be able to communicate to members of the public about the Community Group litter picking activities.</li> <li>• Highlight litter hot spots and agree with others priorities for the session.</li> <li>• Pass on any ideas or concerns to the 'Litter Picking Lead'.</li> </ul> |
| <b>Specific skills</b>      | <ul style="list-style-type: none"> <li>• No previous experience needed.</li> <li>• Ability to work well in a team and take the initiative if needed.</li> <li>• Good communication skills.</li> <li>• Ability to follow health and safety guidelines in a timely manner.</li> </ul>                                                                                                                                                                                       |
| <b>Capabilities</b>         | <ul style="list-style-type: none"> <li>• Reliability and integrity.</li> <li>• Flexibility.</li> <li>• Understanding of the local community.</li> </ul>                                                                                                                                                                                                                                                                                                                   |

This policy will be subject to review at intervals of two years.

Policy approved and adopted by all Trustees July 2022



Redbourn Community Group  
Village Hall, High Street, Redbourn. AL3 7LW  
01582 794550

[www.redbourncg.org](http://www.redbourncg.org)  
[info@redbourncg.org](mailto:info@redbourncg.org)

