



## PHYSICAL ACTIVITY VOLUNTEER: SUPPORT

### Introduction

The Open Age physical activity volunteer builds the personal relationships that make our visitors feel comfortable and relaxed by helping them feel welcomed and included in their chosen activity and navigating other Open Age activities on offer. The volunteer is also responsible for more practical tasks such as register taking, activity fee collection and notifying physical activity staff if any matter needs attending to in the session. This is a varied and rewarding volunteering role which would suit a confident, approachable person, with good interpersonal skills and an awareness of the importance of well organised physical activity to older people's continued health and wellbeing.

### Physical Activity Volunteer Role

- Strengthen the physical activity offer by providing high-quality customer service experience to existing and potential class participants.
- Provide relevant, current, information that informs member choices to aid in their engagement with the Open Age community.
- Identify any improvable gaps or highlight any issues that may arise during the class with the physical activity team.

### Physical Activity Volunteer Tasks

- Greet participants courteously, paying specific attention to those who may be new to the class so that any anxiety or confusion on arrival may be eased.
- Ensure that all participants are Open Age members and if not, provide them with membership forms and publications about upcoming activities and events.
- Assist with the setting-up and tidying-up of the activity and provide refreshments if required.
- Take register, collect fees and ensure these are received by the physical activity team.
- Record relevant member information where appropriate in line with Open Age policies and procedures.

### Physical Activity Volunteer Commitment

- Volunteer for one Open Age activity session per week.
- Attend three Open Age volunteer team meetings a year.
- Feedback information on volunteering hours and tasks as necessary.

The Open Age Physical Activity Volunteer is an unpaid, voluntary role, though any appropriate out-of-pocket expenses, including travel and subsistence will be reimbursed on production of the appropriate receipts. All volunteers receive an induction to the organisation, relevant training in the volunteer role and a volunteering reference after an appropriate period of satisfactory volunteering.