

VOLUNTEER ROLE DESCRIPTION

Volunteer role title: Know Your Risk Volunteer

Team: South East Region

Main contact: Mai Seida south.east@diabetes.org.uk

Overall purpose of volunteer role:

- To use the diabetes risk score system to support members of the public to know and understand their risk of developing Type 2 diabetes.
- To raise awareness of the risk factors of Type 2 diabetes, and to encourage people to discuss this with their healthcare team if they are at risk.

Main elements of role:

Know Your Risk events can take place in a variety of settings include market squares and high streets, County Shows, or in-house events for corporate organisations and local businesses.

Each event will vary, but generally we will be looking for volunteers to:

- Talk to members of the general public in a friendly and enthusiastic manner to raise awareness of diabetes and Diabetes UK
- Talk to those at risk of diabetes and encourage them to undergo a risk assessment on the day or give information for them to complete assessment online
- Help members of the public to complete a Know Your Risk assessment using the appropriate resources following completion of training provided by Diabetes UK or a Know Your Risk Lead Volunteer. This includes:
 - Assisting, where required, to measure the individual's height, weight and waist circumference
 - Helping individual to calculate their BMI if required
 - taking them through the risk assessment and explaining their risk of developing Type 2 diabetes
 - encouraging them to go to their GP or Practice Nurse to discuss their result further, if appropriate
- Offer appropriate Diabetes UK publications/materials

- Answer general queries and direct any medical or other specific questions to the appropriate member of staff or alternative channels, e.g. Diabetes UK resources or Healthcare information
- Encourage people with diabetes to leave their details so that we can send them further information

Timescales (e.g. hours, day or length of volunteering role)

The timing of the events will vary and this role is ad-hoc as events are organised. We anticipate that you would commit to a minimum of two events a year.

What we are looking for:

- An interest in community-based health promotion work
- Confident working with members of the public
- Good communication and listening skills
- Enthusiastic and approachable
- A friendly and supportive approach
- Ability to work as part of a team
- Commitment to attend all briefings and training relating to your role
- Commitment to follow confidentiality and data protection policies
- A commitment to support the work of Diabetes UK and represent Diabetes UK in a positive way.

What we can offer you:

- Full training and follow up training to carry out your role
- On-going support information and guidance
- Information and materials to help you carry out your role effectively
- Recognition of the role that you are carrying out in support of Diabetes UK
- An opportunity to feed back about the events you attend
- Reimbursement of agreed out of pocket expenses incurred while carrying out activities on behalf of Diabetes UK e.g. travel and lunch, including travel outside your local area
- Diabetes UK commitment to Health and Safety and Equal Opportunities Policy

- The opportunity to contribute to an important area of work which could ultimately help to improve the lives of people with diabetes.

We hope you will:

- Support Diabetes UK in its work and carry to out your volunteer role to the best of your ability.
- Meet time commitments and standards agreed, and give reasonable notice when unavailable, so other arrangements can be made.
- support Diabetes UK procedures and standards by:
 - i) Being aware of your own health and safety and of that of others
 - ii) Respecting others and treating people equally irrespective of age, race, sex, class, economic status, disability, sexual orientation and religious belief.
- ensure all activities undertaken in the name of Diabetes UK achieve the charitable aims and objectives and do not bring the organisation into disrepute.
- follow relevant Diabetes UK policies and procedures
- be accountable and accept constructive comments

Confidentiality

The matter of confidentiality is very important. Diabetes UK is trusted by others with sensitive information. We therefore ask that should you work with confidential information you ensure that confidentiality is upheld.

Intellectual Property

The work you do for us is important to us and we value the rights that may exist in any work which you undertake. In some cases, it may be vital that we own and can prove we own such rights. Accordingly, we may ask you to complete, sign and return a separate assignment of such rights.

The purpose of this role description is to set out the expectations of both parties. It is not the intention of either party that the volunteering has the purpose or effect of creating a legally binding contract or an employment relationship between parties.