

## **Information & Advice Volunteer Role Description**

Age UK Hull offers a free and confidential information and advice service for older people, their families and carers. Clients are helped directly whenever possible, but if we're unable to help, we direct them to an organisation that can.

We are looking for friendly, caring individuals to volunteer within our Information & Advice service held at our Age UK Hull Office.

### **Personal qualities and experience for this role:**

- Good communicator
- Understands the issues that older people may face
- Be trustworthy, reliable and committed
- Have a sense of humour!
- Ability to communicate over the telephone
- Have basic computer skills
- Previous experience providing Information/Advice or Benefits Advice would be beneficial, but not essential

### **Training:**

An induction session will prepare you for your role., along with Information and Advice training.

### **How much time is involved?**

Our Information & Advice service is available Monday – Friday 9am-4pm.

The role is flexible, any help you provide however large or small really makes a difference.

### **Tasks:**

- Answering telephone enquiries and taking details and/or providing information,
- Contacting clients for follow up and to find out if their application has been successful
- Discussing client issues with the team lead in order to progress/resolve client enquiries
- Completing client and activity records as required
- Sending out any letters and leaflets to clients
- Maintain confidentiality
- Follow the organisations policies and guidelines
- If there is any change to your circumstances that may affect your volunteering, please let us know

### **Benefits Offered:**

- Full Insurance cover
- Volunteer recognition events
- References given upon request
- DBS

### **For further information about this role:**

[hello@ageukhull.org.uk](mailto:hello@ageukhull.org.uk)

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