**Volunteer Role Description**

Age UK York is an independent, local charity, that has worked to support older people for over fifty years. We have over 250 volunteers helping us to deliver services and activities for older people in York.

**Volunteer role: Feedback Volunteer – Information and Advice**

**Service:** Age UK York’s information and advice service supports older people to find solutions that will help them to remain independent and get the most out of later life.

**Supported by:** Volunteering and Outreach Worker

**Commitment:**  Minimum three hours per week.

**Training:**  Induction training part one and part two.

**DBS:** BasicDBS required (undertaken by Age UK York.)

**Role purpose**

The role purpose is to collate feedback. Through this, we can listen and learn from our service users and volunteers on how to improve services and use the information to promote stories to new audiences. We can show funders what their funds contribute to, and we can attract new donations by promoting our work.

**Personal qualities and experience**

Feedback volunteers will be friendly, approachable, and a good listener and communicator, to be able to manage constructive feedback.

**Tasks and activities**

* Collect feedback from service users and volunteers on the delivery of the services and their impact.
* Call service users to learn from their experience supporting our continuous improvement, measure impact and develop case studies to engage further older people and funders alike.
* Share any feedback received from service users or volunteers with AUKY staff.
* Visit service users (older people) and with consent record their statements, in the form of quotes and videos for example. The older person’s name could be used (if agreed) or made anonymous.
* Receive feedback off other volunteers on what it’s like to volunteer for Age UK York.
* Work alongside the social media volunteer as well as the marketing staff.
* Follow consent and confidentiality policies.

**In return, as an Age UK York volunteer, you will have the opportunity to:**

* Be part of a friendly team and supported in your role.
* Support us to use feedback and information in a range of ways, including in the development of services and reaching existing and new funders.
* Access training and development, as appropriate.

**Volunteer Agreement**

We ask you to:

* Work within the parameters of your volunteer role description.
* Maintain the commitment you choose to make.
* Undertake training and updates.
* Commit to regular appointments and complete any relevant paperwork.
* Keep us informed if your circumstances change.
* Inform us immediately of any new criminal convictions.
* Adhere to the Age UK York policy regarding confidentiality.
* Adhere to the Age UK York policy regarding data protection.
* Adhere to all other Age UK York policies and procedures, summarised in the volunteer handbook and available in full on request or via the website.
* Promote the work of Age UK York in your local community.
* Contact us if you have any issues or concerns.

**Please sign to confirm that you have read and understood the above.**

**Name:**

**Signature:**

**Date:**

This agreement is binding in honour only, is not intended to be a legally binding contract between us and may be cancelled at any time at the discretion of either party. Neither of us intends any employment relationship to be created either now or at any time in the future.