**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: Outreach 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:**  2-4 events per month (4-8 hours a month)

**Training:**  Induction training part one and part two. Additional training offered as appropriate.

**DBS:** Not required.

**Role purpose**

To increase our visibility in the communities of York by organising and managing the Age UK York information and advice desk at outreach venues across York, which will be a gateway to the Age UK York information and advice service.

**Personal qualities and experience**

Outreach volunteers will be friendly, professional and welcoming. They will be comfortable speaking to older people and able to communicate clearly. The ability to understand role boundaries is key, as information and advice giving is not part of this role. Volunteers will be able to record the older person’s details accurately. This role will be independent or working alongside another volunteer. Age UK York volunteers must be willing to work within guidelines and always follow confidentiality policies.

**Tasks and activities**

* Be the face of Age UK York and be a welcoming first point of contact.
* Collect information leaflets and equipment from the Age UK York office at St Edmund’s House.
* Set up the Age UK York Information desk at the outreach venue and staff the information and advice desk at the outreach venue.
* Welcome potential service users, listening to their enquiries. Hand out leaflets and basic information about Age UK services. It is essential that volunteers do not attempt to provide advice.
* Move around the room, networking and approaching visitors.
* Build a rapport with potential service users, strengthening trust and reassurance.
* Listen and respond to community needs and target gaps.
* Close up the information desk at the outreach venue, returning all equipment to St Edmund’s house and ensuring all leaflets are fully stocked for the next outreach visit. Let the team know if we are running low on any resources.
* Record the older person’s contact details accurately, adhering to GDPR data protection and confidentiality guidelines.
* Provide a full record of all enquiries and contacts made to Age UK York Information and Advice staff in a safe, secure and timely manner.
* Provide valuable feedback from the York community to Age UK York Information and Advice staff.
* Discuss any new information leads with Age UK York Information and Advice staff to follow up on.
* Keep up to date with the services offered by Age UK York.
* Alert Age UK York to any concerns, including safeguarding issues.

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

* Help older people in York to access help and advice.
* Be part of a friendly team and supported in your role.
* 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.