

**Information and Advice Volunteers**



**INFORMATION & ADVICE VOLUNTEER**

**Overview**

The Information and Advice Service provided by Age UK Leeds offers free telephone, email and drop in advice and some home visits. It is open to older people over (or approaching) state pension age who live in Leeds, and their carers/supporters.

Requests for information and advice are wide ranging and include pension age benefits and pensions and other money matters, housing options, health and social care, family and personal and consumer issues. We help with filling out forms and direct people to other local services and organisations.



**Tasks**

We are looking for volunteers who can:

* Deal with written, telephone and face-to-face enquiries in a sensitive and confidential manner
* Look up information
* Liaise with other agencies and make referrals
* Maintain awareness of other Age UK Leeds services
* Carry out benefit checks
* Maintain records using a computer system
* Seek support from the Senior Advice Worker if the case is too complex for your skills or experience.



**Can you help?**

* Do you have kind and helpful manner?
* Do you have experience of providing advice or personal experience of dealing with agencies and complaints etc
* Do you have good listening and communication skills?
* Are you able to research information?
* Are you able to analyse complex information and present it to clients clearly
* Can you use or learn to use our computer database?
* Can you commit to at least 6 months of volunteering?



**Volunteer Commitment**

All Age UK Leeds volunteers are offered a full induction. Volunteers also have access to training, informal supervision, briefings and opportunities to participate in social events. Age UK Leeds will provide specific training on Safeguarding, Professional Boundaries and anything relevant to the role.

All agreed out of pocket expenses such as travel costs will be met by Age UK Leeds.

**We offer:**

* support and training
* work experience
* opportunity to develop new skills and interests
* chance to meet new people
* an opportunity to contribute to and be part of an established organisation specialising in the knowledge and understanding of the older people of Leeds
* opportunity to achieve an Age UK certificate if you complete all elements of the Information and Advice training programme

**We would request volunteers try to commit to 6 months because of the level of support and training we will offer you to carry out this role.** A full DBS will be completed, which we will organise, and references received before commencement.





**How to apply**

**To find out more about volunteering as an Advice Volunteer** please contact Irene Carey on 0113 389 3000 or email Irene.carey@ageukleeds.org.uk.

**If you wish to apply to be a volunteer** please visit the volunteering section of our Age UK Leeds website or email volunteering@ageukleeds.org.uk