

Information & Advice

Volunteer Role Description

The Information and Advice service is the first point of contact for older people, their relatives and carers for requesting information and assistance on a wide range of queries. A general information and advice, with a specialist focus on people aged 50+.

What a Volunteer does:

- Providing a friendly welcome to members of the public contacting the service.
- Committing to keeping well informed through the information resources and to assist in keeping the resources up to date for the team.
- Responding to more straightforward queries through using office resources including Age UK publications or other available information sources and leaflets; and researching information available on appropriate internet sites.
- Listening to queries and following through as necessary to help clients understand the options available to them – this could include letter writing, telephone calls, arranging appointments, etc.
- Assisting clients to fill-in forms for areas such as benefits.
- Assisting with operating the telephone system and using established procedures for dealing with callers, recording messages and transferring calls.
- Signposting to other services and agencies, or sometimes, with their permission, referring them directly.
- Completing necessary office procedures, including keeping and updating paper and computer records of enquiries, and other recording and admin processes as required.

Personal qualities most suited to this role:

- Good listening and communication skills
- A professional warmth and sense of humour
- Being honest about own knowledge and being prepared to ask when not sure
- Administrative and organisational skills and some attention to detail
- Commitment to Confidentiality and Data Protection
- A level of computer literacy
- Reliability and commitment to assisting individuals work through issues
- Non- judgemental attitude
- Friendly and supportive approach

- Patience and understanding
- Ability and willingness to work with organisational policies and procedures
- Working one-to-one but also as part of a team

Time involved:

Wayfinder Public volunteers work during the week as the office is open to the public between 9.30 a.m. and 3.00 p.m. Monday to Friday. A few hours a week is realistically the minimum period and a commitment to a regular time and day is important for scheduling cover for the office.

Role Specific Training:

Training sessions needed around significant information changes (e.g. benefits and consumer rights), and other session available for those with particular interests. Please refer to general guidance for organisational training.

Role Specific Limitations and Boundaries:

The service is based in Merseyway in the Town Centre. There will always be a trained advisor on duty at the office or by phone to assist with queries.

Responsible to:

Information & Advice Manager

This Task Sheet must be read in conjunction with the Step Out Stockport & Age UK Stockport **General Guidance Sheet for Volunteers** which contains additional important information including about expenses, insurance, your privacy rights and other general matter.

Age UK Stockport is a local independent charity whose mission is working locally for your wellbeing. We are committed to the protection of Vulnerable Adults.