

LLP Adviser Volunteer Role Description

Purpose of the role:

Age UK Barnet Later Life Planning (LLP) Service provides information and advice to older people on matters such as welfare benefits, health and social care, housing and local services. The team is based at East Finchley and made up of an LLP Manager, LLP Team Leader and one LLP adviser and approximately 14 LLP volunteers.

This role involves assisting clients across a wide range of enquiry areas, including benefits, employment, housing, community care, family and personal matters, and consumer problems. It is an interesting and varied role as the volunteer will be helping to provide information and advice to individual older people and their carers.

What an Advisor volunteer might do in this role:

- Meet clients in person or by telephone
- Explore the nature of the problem raised by the client and, where appropriate, their wider circumstances
- Identify and research information relevant to the client's situation, drawing on information resources available
- Present and discuss information and advice with the client in an accessible manner, enabling them to identify a suitable solution
- Provide appropriate information and advice, and offer options to people about services that may be available to them and how to access them, including Age UK services; where appropriate, refer people to other agencies and sources of help
- Where appropriate and at the client's request, act on their behalf, negotiate and represent their interests with third parties by letter, telephone or in person
- Maintain statistical and case records using manual and electronic systems
- Liaise closely with the LLP Team Leader and other advisers, seeking advice, guidance and support where required
- Develop a working knowledge of the information and office systems supporting the service, use them effectively and contribute to their improvement
- Keep up to date with relevant laws, policies and procedures – locally and nationally
- Carry out tasks according to Age UK policies and standards, in particular on confidentiality, anti-discriminatory policies and health and safety

Personal qualities and skills most suited to this role:

No specific previous experience or qualifications is required as training and ongoing support will be provided. Any potential volunteer will need to be able to demonstrate:

- excellent listening and communication skills
- empathy
- good standard of literacy and numeracy
- good IT skills
- the ability to work confidently on own initiative and know when to seek help and support
- willingness to attend scheduled training days, Age UK Barnet volunteer induction and any other training deemed essential to the role as identified.

Training: You will also be required to attend training and supervision meetings at Age UK Barnet, Ann Owens Centre. Full training and ongoing support will be provided.

Location: You will mainly visit clients in their own homes or complete forms at any of Age UK Barnet's offices (where convenient) at:

Ann Owens Centre, Oak Lane, East Finchley N2 8LT

Age UK Barnet retail shop, 75 High Street, Barnet EN5 5UR

How much time is involved? This volunteering role can be done flexibly or on an ad-hoc basis.

What you can expect from us: Age UK Barnet will cover agreed out of pocket expenses for volunteers (e.g. travel costs). We will also insure you for personal and public liability for the time you are volunteering with us providing what you do is risk assessed and agreed. We are happy to provide references for our volunteers.

We accept volunteers from all backgrounds and welcome applications from those with disabilities or health conditions.

Responsible to:

Jenny Jean-Charles (LLP Manager) and Zenda Green (LLP Team Leader)

Andrew Hoare (LLP Adviser)

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