**ROLE DESCRIPTION**

## Information Assistant

**Purpose of the Role:**

The role involves greeting visitors to the one stop shop and directing them to the appropriate service or organisation.

The information and Advice service provides information and Advice on matters such as welfare benefits, health and social care, housing and local services.

**Main Tasks:**

* Greet visitors to the one stop shop and direct them to the correct service
* Book appointments for the information and advice service advisers
* Briefly explore the nature of the problem raised by the client, and, where appropriate, their wider circumstances
* Identify and research information relevant to the user’s situation, drawing on information resources available
* Present and discuss information with the client in an accessible manner
* Record the information given on an electronic system
* Inform 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
* Book appointments with advisers on the electronic/paper system when it is apparent that the client needs more than information.
* Liaise closely with the I&A volunteer supervisor 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 (provided through ongoing training)

**Requirements:**

* Good communication and interpersonal skills
* A Genuine interest in older people and their welfare
* Clean and tidy appearance
* Discreet, polite and non-judgemental
* Reliability is essential
* Participate in training sessions and meetings as necessary
* Commitment to the policies of Age UK Barnsley, particularly those relating

to equal opportunities, confidentiality and health & safety

* Work as part of a team with other Age UK Barnsley staff and volunteers
* No specific previous experience or qualifications are required as training and on-going support will be provided.

**Training:**

This role requires that you take part in initial induction training over four half days at one of Age UK Barnsley premises. This will allow you to learn about the role, the types of enquiries the information resources and the computer recording system.

**Hours of work:** One half day session 9.30 – 1.00pm or 1.00pm - 4.00pm

**Responsible to:** Information and Advice Manager

**Location:** 31-33 Eldon Street, Barnsley, S70 2JJ