## Description: \\acb.local\dfs\home\averil.mael\My Documents\My Pictures\logo\age uk bexley.JPGVolunteer Role Outlines

**and Person Specification**

INFORMATION AND ADVICE VOLUNTEER

Role Purpose

To provide information and advice to older people, their relatives and their carers by telephone and personal contact at the Age UK Bexley office.

Main duties and Responsibilities

* Offer advice to clients in person or by telephone
* Inform people about services that may be available to them and how to access them, including Age UK Bexley services: and where appropriate to refer people to other agencies and sources of help
* Maintain statistical and case records using manual and electronic systems

Knowledge, skills and abilities:

* A willingness and ability to participate in mandatory training sessions and attend regular update meetings as and when required
* A genuine interest and concern for older people
* A willingness and ability to work as part of a team
* Knowledge or awareness of issues affecting older people and their carers

Person Specification:

* Good listening and communication skills
* Computer literate
* Empathy with older people
* Reliability and trustworthiness
* Patience and sensitivity

Hours of Work: AM (10-1) or PM (1-4)

Responsible to: Information and Advice Co-ordinator

**Age UK Bexley volunteers work with frail older people and therefore may be subject to a check from the Disclosure & Barring Service under the Protection of Vulnerable Adults policy.**