**Age UK Bristol - Information & Advice Service**



**Volunteer Adviser Role Description**

**Introduction:**

Volunteer Advisers help us to provide accurate, free, impartial, and independent advice and information to older people in Bristol. We offer advice on a wide range of topics, including social care, benefits and finances, housing, Lasting Power of Attorney, etc. We provide full training to all new volunteers and all advice sessions are supervised by an experienced member of staff.

To get the most out of your volunteering experience with Age UK Bristol, we hope that you are able to volunteer with us for at least 6 months.

The Information & Advice service (I&A) is open from 10am to 1pm Monday to Thursday, with advice being provided face-to-face at pre-booked appointments and via our Telephone Adviceline. We are extending our service to Monday and Tuesday afternoons.

**Role description:**

* To provide impartial, accurate, & independent advice and information to people over 55 years old and their carers, friends or relatives
* To answer telephone calls and see clients face-to-face, exploring the problems being experienced by the client, establishing the questions that need to be answered, and using our information systems to research the appropriate answers
* To help clients understand the options available to them, and to help them pursue their chosen option, if required
* To help clients complete forms and applications for financial assistance
* To signpost or refer clients to other sources of help when we are unable to answer a query
* To complete case notes, accurately recording the advice given and future action required
* To follow the relevant Age UK Bristol policies on confidentiality, non-discriminatory behaviour, etc
* To attend the relevant training courses and quarterly team meetings

**Qualities and skills required for this role**

We need volunteers who are:

* Able to understand the issues faced by older people and their friends, family, or carers
* Numerate & literate
* Able to communicate clearly over the phone
* Patient, and able to listen sensitively to clients personal circumstances
* Able to use our information systems to research client queries
* Able to understand and then explain often complex information in a way that can be understood by clients
* Able to work in a busy office as part of a small but friendly team
* Able to use computers for research and case-recording
* Committed to equal opportunities

**Location:**

Canningford House

38 Victoria Street

Bristol

BS1 6BY

**Expenses:**

Travel expenses for public transport are reimbursed for all volunteers

**More information:**

For an informal discussion of the I&A Volunteer Adviser role please contact Ben Sansum (I&A Manager – 0117 928 1545, bensansum@ageukbristol.org.uk

or Clare Havard (Volunteer Coordinator -0117 440 4303, clarehavard@ageukbristol.org.uk