

Age UK Bromsgrove, Redditch & Wyre Forest Volunteer

Information & Signposting Volunteer

- Age UK BRWF's **Information & Advice Service** provides information, signposting, advice and practical support to older people and their carers. The team is run centrally from the charity's head office at 51 Windsor Street, Bromsgrove.
- This service assists clients across a wide range of enquiry areas including benefits, housing, social care and local support & services. Within the team there are currently 6 employed Information & Advice Officers who deliver the advice-level aspect of the service



Purpose of Role:

- This Information & Signposting role involves being the first point of contact for clients who visit, telephone or email the service and assisting them to resolve their enquiry. It is an interesting, varied, rewarding and sometimes challenging role
- Volunteers will report to the Information & Advice Service Manager

Role Location: Age UK BRWF, 51 Windsor Street, Bromsgrove, B60 2BJ

What Information & Signposting Volunteers do?

- Meeting and greeting visitors who visit the office
- Taking phone-calls and messages
- Providing information and offering options to clients about services that may be available to them and how to access them, including Age UK services
- Identifying Age UK guides and/or factsheets and other printed leaflets that are related to clients' enquiries and emailing/posting copies as appropriate
- Taking personal information to refer people internally for other services provided by Age UK BRWF
- Taking initial enquiry information for passing to I&A Advisers for further advice / support
- Booking appointments for face-to-face sessions
- Creating electronic records on Charitylog (web-based database)

Other General Requirements

- Liaise closely with the I&A Manager and other advisers, seeking advice guidance and support where required
- Develop a working knowledge of services and support available to older people both internally and externally
- Participate in training sessions and meetings as necessary
- Carry out tasks in accordance with Age UK BRWF's policies and procedures
- Support the Information & Advice Service to maintain a good relationship with members of the public and referral agencies

Personal qualities most suited to this role:

Any potential volunteer will need to have an awareness of the needs of older people and a commitment to promoting independence and inclusion in later life. They will also need to demonstrate the following:

- A positive and enthusiastic attitude
- A good standard of numeracy and literacy
- Good I.T skills
- Evidence of customer service skills, including listening, communication and empathy
- Able to work confidently on own initiative and know when to seek help and support
- Willingness to participate in Age UK volunteer induction training and any other training deemed essential to the role

What is expected of me?

- A minimum commitment of 3 hours, one day per week
- **A Disclosure & Barring Service (DBS) check is required for this role**
- All staff (employees and volunteers), in their roles & working collaboratively, will be expected to pursue the aims and objectives of Age UK Bromsgrove, Redditch & Wyre Forest set out in the overall strategic plan for the Organisation
- All staff must work within the policies & guidelines adopted by the Organisation (see staff handbook)

What you can expect from us?

- We will make sure that you receive any appropriate training for the role
- We will reimburse out-of-pocket expenses for volunteers (e.g. travel costs) on completion of a monthly expenses claim - receipts will be required where appropriate

For further information please contact us on 01527 570490

Email: enquiries@ageukbrwf.org.uk Visit: www.ageuk.org.uk/brwf/

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