

Age UK Bromsgrove, Redditch & Wyre Forest Volunteer

I&A Resources 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:

- The role of the I&A Resources Volunteer involves maintaining signposting and referral information and other material used within the I&A service, to ensure that information given to clients is accurate and up to date
- Volunteers will report to the Information & Advice Service Manager

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

What I&A Resource Volunteers do?

- Monitoring stocks of Age UK guides, ordering replacements and replenishing displays
- Monitoring stocks of leaflets relating to Age UK BRWF services and external services, ordering replacements and replenishing displays
- Carrying out regular checks of local referral and signposting information contained within the I&A Signposting & Referral Resources File and updating as necessary. This task will involve contacting organisations by telephone and/or email.
- Maintaining records of stock orders and updates
- Maintaining information displayed on the I&A Noticeboard and sourcing/creating duplicate copies of display materials for other venues where appropriate
- Liaising with the I&A Service Manager and other advisers to identify any priority tasks
- Liaising with the I&A Service Manager to report on or receive information about any significant updates or changes to services
- Creating and editing 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 methodical and organised approach
- A good standard of numeracy and literacy
- An excellent telephone manner
- Experience of using a computer, including web-based research, emailing and use of Microsoft word and excel
- 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
- Understands the need for confidentiality

What is expected of me?

- There are no specific days for this role - it can be worked on any weekday between 13:00 and 16:00. Working in the morning may also be possible on certain days
- A commitment of at least 2 hours a fortnight is preferred
- 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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