**Volunteer Task Sheet**

**Information and Advice Triage Volunteer**

**Role**

Age UK Cheshire seeks to improve later life for people living in Cheshire through a wide range of services.

We are seeking volunteers to support the delivery of our Information and Advice Service based in Chester. This service provides a central point of contact for a wide range of enquiries relating to later life.

Our Triage volunteers provide enquirers with a warm, friendly and welcoming approach either face to face, over the telephone or via email. Triage volunteers will provide valuable information and signpost to relevant Age UK Cheshire services and other organisations.

**Location**

We are looking for volunteers to be based at our Queen Street office in Chester.

Please note: There is no designated parking for this office. There is on street parking for Blue Badge holders and local pay and display car parks nearby. Car parking expenses will be remunerated in line with Age UK Cheshire’s policy.

**Days/ Hours**

The Triage service operates Monday-Friday from 11am to 3pm. We are looking for dedicated people to commit to a shift of 4 hours, once per week or more if preferred.

**Tasks**

* To provide a warm, welcoming and consistent first point of contact for enquirers
* To respond effectively to telephone, face to face and email enquiries, in an inclusive and empathic manner
* Assess and identify enquirers needs in order to triage effectively.
* To provide up to date information based on enquirers needs and provide signposting to other services as identified.
* Gather and record information using Age UK Cheshire’s case recording system.
* Keep up to date with relevant legislation, and all Age UK Cheshire’s policies and procedures
* Undertake core training and ongoing supervision as required for the role

**Skills and experience relevant to the role**

* Understanding of, and commitment to the aims and values of Age UK Cheshire.
* Good communication skills, both face to face, over the telephone and in written form
* Having a friendly, approachable and adaptable manner with the ability to engage well with others and to contribute effectively as a member of a team
* Ability to use a computer, to use word, outlook/email and the internet effectively. Use of case recording databases is useful but not essential as relevant training will be provided.
* Willingness to learn
* Awareness of the potential needs of, and demands placed on, vulnerable customers

**Our commitment to you**

Age UK Cheshire will provide a comprehensive induction, role specific training and ongoing supervision. Age UK Cheshire values highly the contribution made by our volunteers and volunteer social events and other integrated activities are rolled out periodically in celebration of the dedication and commitment made.

**DBS Check**

A DBS check (formerly known as CRB) will be required for this volunteering role

**References**

We require a reference from two referees who have known you for at least 2 years. Referees must not be family members

**Expenses**

You are encouraged to claim out of pocket expenses for travel in line with Age UK Cheshire’s policy. Volunteers are entitled to reclaim other out of pocket expenses, by prior agreement from their Co-ordinator, and on the production of a receipt or itemised bill.

**Length of commitment**

We are seeking for our dedicated volunteers to commit to 1 year of voluntary service, though we understand that this may not be possible for everyone and are happy to discuss other arrangements.