



- Volunteer role:** Outreach Volunteer- Community Hub.
- Service:** Information and Advice Service.
- Supported by:** Outreach Officer and I&A Manager.
- Location:** Community Hub at Age UK Croydon, Scratchly Hall, 81 Brigstock Road, Thornton Heath, CR7 7JH.
- Days / hours** Mondays from 10am – 1pm.
- Training:** Full training and ongoing support are provided.
- Travel expenses:** We will pay your expenses for travel to outreach venues.

Our Information & Advice (I&A) Service supports people over the age of 50 across the borough of Croydon and consists of the following key elements:

- Information giving – for example, we provide information on our activities at Age UK Croydon or on other services nearby.
- Signposting – we offer people options on where to go for a range of issues, for example local care homes, tradespeople, assistance with technology and cost of living help.
- Advice and casework support – our specialist Advisers offer one-off or in-depth advice and support on a range of areas, including benefits, housing, consumer issues and community care.

We operate a **Community Hub** on a Monday where people can drop in to get support or information for themselves or someone they care for. The hub is attended by other services in the voluntary and community sector, health services and social care teams.

We are looking for a volunteer to work alongside our Outreach Officer at the Hub. This is a varied and rewarding role where no two days are the same and you will be helping clients and making a positive difference to their lives.

What will I be doing?

- You will meet clients face to face and listen carefully and sympathetically to their enquiries, providing an information and signposting response to them.
- Offer solutions on the spot or take referrals for more in-depth advice work.
- You will enter new client referrals on our database and record each new enquiry on our systems.
- You will help clients to make calls or send letters to organisations, as required.
- You will assist clients with form filling and carrying out benefit checks (training will be given).
- Support the team in keeping up to date with changes to information on local services and activities.

Personal qualities and experiences

Our Information and Advice Volunteers are friendly, kind and patient. They are open-minded and can talk confidently in person to people whilst listening sympathetically to their issues. They do not judge or stereotype and are able to find solutions to enquiries.

They have a desire to make a difference and enjoy talking to people from different backgrounds. Good literacy and basic numeracy skills are required and a willingness to attend training and support sessions.

In return, you will:

- Have the knowledge that you are making a positive difference to people's lives.
- Have an induction and training relevant to your role.
- Be re-imbursed for any out-of-pocket expenses.
- Join a friendly team and be supported in your role.