

Information & Advice Volunteer: Role Description

What we are looking for

We are looking for friendly, approachable volunteers who enjoy helping people and making a positive difference in their community.

As an Information & Advice Volunteer, you'll support older people to access information, advice, activities and services.

No two days are the same. One day you may help somebody access benefits advice; another day you might connect someone to an exercise class, digital support session, community activity or specialist service that improves their wellbeing and independence.

Why it matters

Many older people in East London experience challenges such as loneliness, poor health, financial hardship and digital exclusion.

Sometimes a simple conversation can help someone find support they didn't know was available. By volunteering with us, you'll help older people stay informed, connected and independent.

Why these roles are needed

Age UK East London supports thousands of older people each year through advice services, activity centres and community projects.

Information & Advice Volunteers help us ensure that everyone receives a warm welcome and can access the right information, activities and support.

What you'll do

- Assist with telephone, and email enquiries
- Review and triage referrals from professionals, older people, and their family/friends
- Explore a person's wider needs and opportunities for support
- Engage with older people attending Age UK East London activities and community services, identifying individuals who may benefit from additional information, advice or support
- Signpost and refer people to appropriate Age UK East London services and external organisations
- Gather feedback and identify additional support needs
- Record information accurately on our systems

Skills and attributes needed

We welcome volunteers from all backgrounds and experiences.

We are looking for people who have:

- A friendly, warm and approachable manner
- Good listening and communication skills
- A genuine interest in helping older people
- Able to communicate with a wide range of people in person, by telephone, and via email.
- Basic computer, and record-keeping skills
- Reliability and a willingness to learn
- An understanding of confidentiality and professional boundaries

Benefits

Volunteering with Age UK East London offers an opportunity to:

- Make a meaningful difference to the lives of older people
- Learn about information and advice services, welfare benefits, health, care and community support
- Gain valuable experience for careers in advice services, social care, healthcare, voluntary sector work and customer service
- Build knowledge of the challenges affecting older people and how services can help address them
- Access the Age UK Discount Portal

Skills developed

- **Emotional and Social Intelligence:** empathy; active listening; emotional regulation
- **Communication Skills:** compassionate dialogue; non-verbal awareness; conflict resolution
- **Relationship Building:** trust development; boundaries and confidentiality; consistency and reliability
- **Problem-Solving and Creativity:** adaptability; encouraging new perspectives; resourcefulness
- **Personal Growth:** self-awareness; confidence and self-esteem; resilience
- **IT Skills:** data entry; data analysis; data protection

Support provided

We want all volunteers to feel confident, valued and supported in their role.

You will receive:

- Comprehensive training, including Safeguarding, Making Every Contact Count and relevant Information & Advice training
- Ongoing supervision and support from experienced staff
- Opportunities to shadow each service and project at Age UK East London
- Regular team meetings and peer support sessions
- Reimbursement of agreed expenses.
- Recognition through our annual Volunteer Awards and appreciation events.

How to apply / contact details

- **Online:** <https://www.ageuk.org.uk/eastlondon/get-involved/volunteer2/application-form/>
- **Email:** volunteering@ageukeastlondon.org.uk for more information
- **Tel:** 020 8981 7124 and ask for the Volunteer Team for more information

We will also require details of two referees and ask that you complete a DBS check (which we will arrange for you)