



Information Hub Volunteer

Why this matters: As people transition into and through later life, easy access to information and advice helps people make the best possible decisions, supporting their wellbeing and independence.

Vision: Older people know where to find the right support, from a friendly, welcoming face at a time and place when they are ready to talk to us

Role summary: Age UK Gloucestershire has space in the Atrium at Gloucestershire Royal Hospital to provide information and advice. The role will involve talking to the public, patients, relatives and staff at the hospital and providing information and signposting to help resolve their queries. We will give you training, access to a range of resources and support from our wider team.

Your role: If you are a sociable person who enjoys talking to and helping people, then this is the role for you. As an Atrium Volunteer you will be the public face of Age UK Gloucestershire. It's a great opportunity to develop customer service skills and gain a greater understanding of the challenges facing older people. Our volunteers say they really enjoy meeting new people and gain genuine satisfaction providing them with the help they need.

Requirements:

- Good communication and listening skills are vital, as well as a friendly, approachable nature
- Able to provide a safe space for people to feel comfortable discussing their needs
- Full training will be given to ensure you are able to respond confidently to queries
- Completion of Age UK Gloucestershire health and safety, lone working and other training
- References and an Enhanced DBS check will be organised by Age UK Gloucestershire.

Location: Age UK Gloucestershire Information Hub in the Gloucester Royal Hospital Atrium.
Time requirement: 2-3 hours per week to fit around your existing commitments.

Please get in touch if this role is a good fit for your interests, skills and experience.

Email volunteering@ageukgloucestershire.org.uk or call **01452 420948** to chat to Ruth about this or other volunteering roles that Age UK Gloucestershire has available.

To apply, complete the application form [here](#)