

Provide older people with support and information to enable them to obtain their rights, access services and benefit entitlements.

Supported by: Information and Advice Team Leader

Hours: Variable daytime on weekdays in agreement with Team Leader

Location: Office base at either Head Office (1 Silver Court, Watchmead, Welwyn Garden City, AL7 1LT) or Watford (St Mary's Advice Centre, Top Floor, St Mary's Churchyard, High Street, Watford, Herts, WD17 2BE) and home of person being visited.

Main Tasks: As agreed with Team Leader and may include:

- Visiting an older person at a time agreed with that person, within the guidelines and policies of Age UK Hertfordshire.
- Undertaking an initial induction programme prior to taking on own case work.
- Reporting any worries or concerns regarding the service user to your Team Leader.
- Keeping accurate and proper records of contacts with service users, noting information given, choices discussed and action to be taken and by whom.
- Undertake regular supervision meetings with the Team Leader providing copies of notes as mentioned above.
- Contacting other agencies, with service user's consent, as necessary and where appropriate, such as Health and Community Services (Social Services).
- Refer service users to other Age UK Hertfordshire services as may be appropriate.
- All volunteers should read and comply with the policies and procedures of Age UK Hertfordshire

Volunteer Specification The volunteer specification sets out the experience, skills and abilities required for the volunteer role.

Essential Criteria

- Good listening and interpersonal skills and the ability to communicate effectively with the client group
- Ability to act in a confidential manner
- An ability to empathise with older people
- Ability to work independently
- A commitment to equal opportunities
- Reliable, over 18 years of age and have a full driving licence with use of a car
- Willingness to learn new skills and to attend training
- Ability to follow policies and procedures

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Desirable Criteria

- Knowledge of issues faced by older people
- Knowledge of benefits for older people

Benefits:

- References given – after successful placement.
- Opportunity to use and further develop interpersonal skills.
- Opportunity to give back to the local community.
- Opportunity to meet new people and form friendships.
- Excellent work experience
- Free training as relevant
- Reasonable expenses paid

Training: Age UK Hertfordshire offers training relevant to the tasks undertaken. Volunteers are urged to take advantage of this – some training may be considered essential. Informal information events are held on a regular basis.

Additional Information:

Confidentiality: Attention is drawn to the confidential aspects of this role and personable responsibility and liability under the Data Protection Act 1998. Matters of a confidential nature, including information relating to clients or staff, must not under any circumstances be divulged to any unauthorised person.

Health & Safety: The post holder is required to take reasonable care of their own health and safety and that of other people who may be affected by their acts or omissions at work and to ensure that statutory regulations, policies and codes of practice and departmental safety rules are adhered to.

Equality and Diversity Policy Statement: We believe that equality for all is a basic human right and actively oppose all forms of unlawful and unfair discrimination. We celebrate the diversity of society and are striving to promote and reflect that diversity within this organisation.

DBS [DISCLOSURE BARRING SERVICE] : ENHANCED

APPOINTMENT OF THIS POSITION IS SUBJECT TO SATISFACTORY REFERENCES.