

To provide support to Age UK Hertfordshire's Information and Advice Service which gives high quality and up-to-date information to service users through responding to telephone enquiries received on the Age UK Hertfordshire Information Line.

**Supported by:** Information and Advice Team Leader

**Hours:** Variable daytime on weekdays by agreement with the Information and Advice Team Leader

**Location:** Office base at either Welwyn Garden City (1 Silvercourt, Watchmead, AL7 1LT) or Watford

**Main Tasks:** As agreed with the Information and Advice Team Leader. May include:

- Responding to requests from service users, staff and other agencies accessing the service through the Age UK Hertfordshire Information Line telephone or by email
- Taking messages from callers on the information line if unable to deal with enquiry.
- Checking and updating materials held by the information service.
- Photocopying materials and providing general administrative support to the service.
- Undertake any other tasks agreed with the Information and Advice Team Leader which may include, attending events, supporting the marketing of the service through the giving of talks and presentations.
- Attend any necessary training and induction as required for the role.
- 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
- Ability to follow policies and procedures
- A commitment to equal opportunities
- Reliable
- Willingness to learn new skills and to attend training
- MUST be over 18 years of age

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### Desirable Criteria

- Knowledge of the 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 personal 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.