

Volunteer Role Description

Title:	Information and Advice Volunteer
Overall purpose of role	To provide information and advice to older people and their carers by telephone, e-mail or to personal callers at our Information Centre's in Uxbridge, Ruislip and Townfield.
Outline of activities	<ul style="list-style-type: none"> • Meet clients in person or by telephone. • Explore the nature of the problem raised by the client and, where appropriate, their wider circumstances. • Identify and research information relevant to the users' situation, drawing on information resources available. • To present and discuss information with the client in an accessible form, enabling them to identify a suitable solution. • Inform clients about services that may be available to them and how to access them and, where appropriate, refer people to other agencies and sources of help. • Obtain permission from client to store their details on Charity Log, to contact other agencies on their behalf and for their case notes to be audited for quality by Age UK or Advice Quality Standards. • To maintain statistical and client records using manual and electronic systems. • Liaise closely with Information and Advice Advisers and Manager seeking advice, guidance and support where required. • Participate in Bi monthly support meetings and training sessions as necessary. • Flexibility to work from our Ruislip & Uxbridge Information and Advice centres. • Develop a working knowledge of Age UK HHB and its' services and the information and office systems supporting the service. • Keep up to date with relevant laws, policies and procedures – locally and nationally. • Carry out tasks according to Age UK HHB policies and standards in particular on confidentiality, equal opportunities and health and safety. • To inform the co-ordinator, in a timely manner, of all periods of absence. • You will not undertake any form of employment (whether paid or unpaid) for any person (including Hillingdon, Harrow & Brent Age UK clients) that you have met as a result of carrying out your duties. Furthermore, you will refrain from contacting any person (including Age UK HHB clients) that you have met as a result of carrying out your duties, nor will you provide such persons with the means of contacting you directly outside of the formal means within the service.
Personal qualities and experience	IT skills, excellent communication and a good standard of written and spoken English. A team player, a flexible approach and have an interest and awareness of the needs of older people.

<p>A commitment to the role</p>	<ul style="list-style-type: none"> • Following training a minimum of one year commitment in the role, and a minimum of 3 hours a week with the flexibility to cover on an ad hoc basis. • Attend bi-monthly volunteers support meetings. • Attend an annual review meeting. • Attend all mandatory training as required by Age UK HHB. • Develop a working knowledge of Age UK HHB and its' services and the information and office systems supporting the service. • Keep up to date with relevant laws, policies and procedures – locally and nationally. • Carry out tasks according to Age UK HHB policies and standards in particular on confidentiality, equal opportunities and health and safety.
<p>What can you expect from volunteering at Age UK Hillingdon</p>	<ul style="list-style-type: none"> • Clearly defined voluntary role within the organisation. • Provide induction, information and training to enable you to carry out your role effectively in accordance with Age UK HHB policies and procedures. • Support your development within the role. • Provide you with the policies, procedures and standards of the organisation in relation to volunteers. • Provide references where needed after six months volunteering. • Out of pocket expenses.
<p>Still interested?</p>	<p>Please contact 020 8756 3040 or e-mail volunteering@ageukhillingdon.org.uk for further details</p>

This role outline is binding in honors only, and is not intended to be legally binding

Age UK HHB is committed to safeguarding and promoting the welfare of all older people and children within the London Boroughs of Hillingdon, Harrow and Brent.