

Volunteer Role Description

Title:	
Overall purpose of role	<p>To provide support to a local firm of solicitors who provide a Will Writing Service for older people at the Ruislip and Uxbridge Information Centres.</p> <p>The sessions are :</p> <p>Ruislip are held every 4th Thursday 1:00pm – 4:30pm Uxbridge are held alternate Thursdays 1:00am – 4:30pm</p>
Outline of activities	<ul style="list-style-type: none"> • Meet clients as they attend the office for their pre-arranged appointment. • Photocopy any identification documents the client has brought with them. • Arrange the follow up will signing appointment and record using manual and electronic systems. • Witness the signing of the Will in the presence of the client and solicitor. • Ensure any donations are recorded and, if appropriate, the gift aid form has been completed. • Participate in monthly support meetings and training sessions as necessary • Develop a working knowledge of AUKH and its' services and the information and office systems supporting the service. • Carry out tasks according to AUKH 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 Age UK clients) that you have met as a result of carrying out your duties. Furthermore, you will refrain from contacting any person (including Hillingdon Age UK 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	<p>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	<ul style="list-style-type: none"> • • Attend monthly volunteers support meetings. • Attend an Annual Review Meeting with your Manager • Attend all mandatory training as required by Age UK Hillingdon. • Develop a working knowledge of AUKH and its' services and the information and office systems supporting the service. • Carry out tasks according to AUKH policies and standards in particular on confidentiality, equal opportunities and health and safety
What can you expect from volunteering at Age UK Hillingdon	<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 AUKH 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
Still interested?	Please contact Kelly Lord on 0208 756 3062 or e-mail volunteering@ageukhillingdon.org.uk for further details

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

Age UK Hillingdon is committed to safeguarding and promoting the welfare of all older people and children within the London Borough of Hillingdon