

**Information & Advice Volunteer**

**Location: Age UK Kensington &Chelsea**

**1 Thorpe Close, London, W10 5XL**

**Project/Service: Information & Advice**

**Role: Volunteer I&A Administrator**

**Aim:**

The aim of the role is to assist with the provision of information and advice to older people (55 plus), their carer’s, friends and relatives, as well as other relevant agencies. Information and advice is mainly provided to service users via telephone, face-to-face contact and to a lesser extent by letter and e-mail.

**Task:**

* Taking calls from clients and making a record of the assistance they are seeking.
* Assisting the Caseworkers to check progress on clients’ cases, either by contacting the clients themselves or by following up with a third party on behalf of the client.
* Assisting with making client appointments.
* Office duties such as scanning documents and uploading on to Salesforce.
* Writing letters, or making phone calls on clients’ behalf.
* Researching cases, and identifying possible courses of action.
* Keeping accurate and timely case records.
* If required, the candidate can move on to learn how input on to the Salesforce database and also to learn how to provide advice to clients. A minimum of one half day a week volunteering, will be required.

**What skills are needed?**

* No experience is needed
* The candidate will be accurate and detailed.
* They will have good communication and listening skills.
* The candidate will have patience and empathy
* Interest in meeting and interacting with older people from many different backgrounds.
* Able to make a regular commitment to volunteering.
* Able to keep in regular contact with Age UK staff to discuss volunteering and any issues that may arise.
* Work as part of a team
* Good IT & computer skills

**What support & training will I receive?**

All volunteers are required to attend an Age UK Induction. This will include an overview of the organisation and discuss policies including confidentiality, health & safety, data protection etc.

There will also be a specific Induction for Information & Advice before starting the role. We have regular volunteer forums which will give you the opportunity to meet other volunteers and to talk about your volunteer experiences. There is also an annual volunteer’s party which gives us the chance to say thank you to you!

Regular training and support will be given help you to learn the scope of the role.

**What will I gain from being a volunteer?**

Your help and commitment will be greatly appreciated.

Great satisfaction is gained by making things better for the service users.

You will develop a greater understanding of issues relating to older people, and gain skills that will benefit you in the future.

**How can I help?**

You can begin by completing the application form on our website if this role interests you <https://ageuk.my.site.com/volunteers/s/apply-now>

We do ask for 2 references, and we do carry out a DBS check.

***Look forward to hearing from you very soon…***

**Teresa Pope, Volunteer Coordinator**

**0208 969 9105, 07508 335543,** [**tpope@aukc.org.uk**](mailto:tpope@aukc.org.uk)

**Angela Fox, Senior Information and Advice Caseworker**

**07508 328 090, 0208 969 9105, afox@aukc.org.uk**