

About Age UK Norfolk Advocacy

Age UK Norfolk's advocacy team support older people to voice their concerns and assert their rights when decisions are made that affect their lives. Advocacy volunteers usually visit the older person at home but during Covid 19 pandemic volunteers are supporting the older person remotely from their own home with contact by phone, video call, email and where necessary letter.

About the Role

Main Purpose

- To provide independent support to an older person in order to promote their independence for as long as possible. The older person may be in their own home or in a care home.

Tasks

- Volunteers will support the older person with practical tasks such as phone calls, letters, filling in forms, representing the older person's views (in a non-legal capacity), providing information and helping them to access specialist information, advice and representation services.
- To adhere to the policies and practices of Age UK Norfolk

Skills

- Ability to process information from telephone, video calls, emails and documents
- Ability to make an accurate record of the actions taken in assisting clients
- Ability to assist clients with filling in forms and writing letters

- Ability to identify problems and suggest a number of solutions
- Commitment to equal opportunities and awareness of the discrimination that older people may face
- Good listening skills and the ability to explain complex information in a straightforward way
- Empathy with the problems faced by older people and their carers

Availability

Flexible hours between 9 am and 5 pm Monday Friday

Responsible to and supported by

Advocacy Coordinator

Training and DBS

Full training and ongoing support is provided. A satisfactory DBS (criminal records) check is required.

Expenses

Expenses are paid

