

## About Age UK Norfolk's Information & Advice Service

Age UK Norfolk provides information and advice on issues that affect older people, their families, carers and friends through their website, drop-in and telephone helpline. Triage Support volunteers will deal with live calls and messages through the helpline which will involve clients wanting information about Age UK Norfolk services but also those seeking information and advice across the partnership for Norfolk. The amount of training involved means this is a role that requires commitment and with the experience gained could lead to further training and development. This is an ideal and rewarding role with someone who has background knowledge in Information and Advice, Social Care, Public Services and Wellbeing.

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## About the Volunteer Role

### Main Purpose

- To provide information and advice to older people, their carers, families and friends by telephone

### Tasks

- To carry out research on the issue raised by the client
- To make calls, develop a full understanding of the issue and provide information
- To make a record on the database of the discussion with the client
- To follow up on actions agreed with the client
- To carry out tasks in accordance with Age UK Norfolk policies and practices

### Skills

- Computer Literate
- Good listening skills and telephone manner
- Ability to clearly record information on the database
- Open minded and non judgemental
- Commitment to equal opportunities
- Problem solving skills
- Desire to help people
- Able to work well in a team
- Works well under pressure

**Availability and expenses** - Flexible to suit the volunteer and can work between the hours of 9am and 5pm Monday to Friday. Ideally a minimum of 3 hours per week. Desks will remain socially distant. Expenses are paid

**Location** -The Elms, 7 The Elms, St Faiths Road, Old Catton, Norwich, NR6 7BP

**Training and DBS** - Full training is provided both initially and on an ongoing basis. Volunteers will need to work through Age UK National online training programme and a workbook that it is expected will take six months to complete. This role is subject to a satisfactory DBS (criminal records) check.

**Responsible to** – A Triage Officer. There will always be an experienced adviser available to give support.

