

Age UK Norfolk

Volunteer Roles Guide



Be a part of making Norfolk a great place to grow older

About Age UK Norfolk

Age UK Norfolk is an independent, local charity. We have 75 years' experience of supporting older people and their families living in Norfolk. We raise our own funds and fundraise locally to provide vital services across the county.

Our relationship with other Age UK charities allows us to share knowledge and expertise, and to actively promote the wellbeing of older people through collective national and local campaigning.

We are proud to be Making Norfolk a Great Place to Grow Older.

How our volunteers help

We have volunteer roles that can be carried out from home, roles that involve visiting an older person in their own home and short-term volunteering. Every year, thousands of older people and their carers turn to Age UK Norfolk for support. Whether it's advice in a time of need, help filling out complicated forms or a friendly chat when they're lonely, we are here to help.

But we couldn't do it alone. Our dedicated team of volunteers are the backbone of our organisation and without their help; we simply would not be able to deliver all the services that we do.

Experience is not always necessary, and whatever your talents and interests, there is likely to be a voluntary opportunity where you can share your knowledge, make new friends and make a real difference to the lives of older people in Norfolk.



Volunteering with Age UK Norfolk



We have a variety of voluntary roles available at Age UK Norfolk; we have roles that can be carried out from home, roles that involve visiting an older person in their own home and short-term volunteering.

Applicants should be 18+ years old, ideally able to receive communications from us by email and some roles may require an enhanced disclosure and barring service check. We interview all volunteers, collect personal references and provide a full training and induction process which may include online learning and reading policies and procedures.

Age UK Norfolk Volunteers will need:

- Good communication skills
- A desire to help people and ability to relate and empathise with older people
- Open minded and non-judgemental attitude
- Commitment to equal opportunities
- To ideally be computer literate

Find out more about volunteering today: Call 01603 785210 or email volunteering@ageuknorfolk.org.uk

Information and Advice Service

Age UK Norfolk's Information and Advice service provides information, advice and support on issues that affect older people, their families' carers and friends.

The help they provide can make a real difference to an older person's life.



Information & Advice Advisor Volunteer Role

Information and advice volunteers return calls to people who have had initial contact with our helpline. The type of calls volunteers will be allocated will be appropriate to their level of knowledge and experience. There will be the opportunity to deal with more complex calls as volunteers gain experience and undertake further training.

Location: Office Based (Norwich)

Time Commitment: The amount of training involved means this is a role that requires commitment and a minimum of 3 hours per week

Involves:

- Carrying out research on the issue raised by the client
- Making calls, develop a full understanding of the issue and provide information
- Making a record on the database of the discussion with the client
- Following up on actions agreed with the client.

Triage Support Volunteer Role

Triage Support Volunteers deal with live calls and messages through the helpline which will involve clients requiring information about Age UK Norfolk as well as advice services across the partnership for Norfolk. This role could lead to further training and development.

This is an ideal and rewarding role for someone who has background knowledge in Information and Advice, Social Care, Public Services and Wellbeing.

Location: Office Based (Norwich)

Time Commitment: The amount of training involved means this is a role that requires commitment and a minimum of 3 hours per week



Involves:

- Carrying out research on the issue raised by the client
- Making calls, develop a full understanding of the issue and provide information
- Making a record on the database of the discussion with the client
- Following up on actions agreed with the client

Lasting Power of Attorney Volunteer Role

Our Lasting Power of Attorney (LPA) advisory service provides information, advice, and practical assistance in completing and registering an LPA. Volunteers visit clients' homes and help them to complete the necessary paperwork.

Location: Community Based (local/countywide)

Time Commitment: Flexible

Involves:

- Arranging appointments with clients and visiting them in their homes to help complete LPA forms
- Informing clients about services that may help them and providing details of how to access them
- Offering information in an accessible format that empowers the client to identify a suitable solution



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Welfare Benefit Volunteer Role

Welfare Benefit volunteers can visit older people in their own homes, care homes and on some occasion help either via telephone or video call, by helping to complete forms for benefits such as Attendance Allowance.

Location: Home/Community (local/countywide) based

Time Commitment: Flexible

Involves:

- Making client appointments, visiting them in their own homes to complete the forms
- Screening for further benefit eligibility during the appointment
- Referring clients to other services that could be of help, referring them back to the advice team for ongoing work, if required.

Benefit Check Volunteer Role

The Age UK Norfolk's Welfare Benefit team help boost the income of older people so they can afford the care and support they require to remain independent.

Location: Office/Community (local/countywide) Based

Time Commitment: Flexible

Involves:

- Using the Age UK Benefit calculator to complete benefit checks for clients over the telephone
- Processing benefit checks using forms returned to us
- Referring clients to other services that could be of help, referring them back to the advice team for ongoing work, if required.



Admin Support Volunteer

Admin Support volunteers will help with the smooth running of the office. They support the admin staff with tasks for the whole organisation. This is an ideal role for someone looking for admin experience along with future aspirations in Office Management, Social Care and Information and Advice.

Location: Office Based (Norwich)

Time Commitment: The amount of training involved means this is a role that requires commitment and a minimum of 3 hours per week.

Involves:

- Inputting client information from referrals onto the database
- Processing post incoming and outgoing
- Supporting with evaluation of services which may involve some telephone work
- Stock monitoring of information guides
- To follow up on actions as appropriate
- To carry out tasks in accordance with Age UK Norfolk policies and practices

Digital Inclusion Service

Age UK Norfolk's Digital Inclusion service provides one to one teaching for people over 50 on how to use a digital device, either their own or one that we loan to them over a period of time.

The service offers a lifeline to many older people in Norfolk who feel isolated and disconnected due to a lack of technical ability.



Digital Inclusion Volunteer Role

Digital Inclusion Volunteers teach older people how to use a digital device (laptop, tablet etc). What you will teach them will vary depending on the person's needs. Some may only want to learn the basics, for example setting up WhatsApp and answering video calls from family and friends. Others may need more advanced support for example, online shopping.

Advocacy and Money M.O.T Services

We offer a range of Community Advocacy services to ensure older people in Norfolk are supported in having a voice and remaining independent.

Money M.O.T Volunteer Role

Age UK Norfolk's Money M.O.T team help older people manage their personal finances, so they remain independent for as long as possible.

Location: Home/Community (local/countywide) Based

Time Commitment: Flexible

Involves:

- Supporting people with tasks such as organising the payment of bills
- Setting up a bank account or direct debits and filling in forms
- Day to day financial management and helping to manage a budget.



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finding out more?
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today:



Advocacy Volunteer Role

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.

Location: Home/Community (local/countywide) Based

Time Commitment: Flexible

Involves:

- Supporting people with practical tasks such as phone calls, letters and 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

Companionship Services

Our Companionship Service supports people aged 50+ in Norfolk to build meaningful relationships, boost confidence, and enhance wellbeing through friendly, goal-focused support.

We offer three types of companionship:

- Travel Companionship: Volunteers help individuals rebuild confidence and independence by supporting them on journeys—by bus, taxi, walking, or cycling—to reconnect with their community, family, and friends.
- Gift of Friendship, Face-to-Face Befriending: Volunteers visit people at home or in care settings to offer company, conversation, and encouragement towards personal goals.
- Telephone Befriending: Regular chats over the phone provide connection, reassurance, and friendship for those who prefer remote support.



Travel Companion Volunteer Role

Travel Companion Volunteers help to increase an older person's confidence in accessing and using public transport or other means of transport such as cycling or walking, by accompanying them on their journeys.

Location: Community Based (local/countywide)

Time Commitment: Minimum of 2 hours per week

Involves:

- Providing empathy and personalised support to older people
- Weekly visits and journeys and assisting older people to help them meet their needs and goals
- Keeping and submitting accurate records of all sessions

Face to Face Befriending Volunteer Role

Befrienders play a vital role in building relationships with older individuals and supporting them in achieving their personal goals. This service makes a significant and lasting impact on well-being, fostering companionship and support.

Location: Community Based (local/countywide)

Time Commitment: Minimum of 2 hours per week

Involves:

- Visiting a local older person (persons) for one hour each week for up to 6 months in their home or care facility offering companionship.
- Keeping accurate records of all visits made and submitting reports weekly.
- Ability to relate to and empathise.



Telephone Befriending Volunteer Role

Our Befriending service is a chatty, friendly, weekly call and is the building of relationships with an older person(s) and passing on requests for other support. It sounds simple, but it makes a significant impact.

Location: Home or Office Based

Time Commitment: As little as 30 minutes a week

Involves:

- Making weekly calls
- Keeping accurate records of all calls made
- Submitting information on all calls made for statistical purposes
- Informing your Coordinator of any changes or requests

Befriending Assistant Volunteer Role

Before we match a member with their Befriender, a member of the team calls them weekly. We do this to assess suitability for the service and so we can match efficiently to like-minded volunteers or to volunteers who have the experience to provide the support needed for the individual.

Location: Home or Office Based

Time Commitment: Minimum of 2 hours per week

Involves:

- Making weekly telephone calls to older people awaiting a matched Befriender.
- Keeping accurate records of all calls made
- Submitting weekly information on all calls made.
- Keeping your Coordinator informed of any changes or requests.

Visit our
website to
learn more:



Benefits of Volunteering



Volunteering doesn't just benefit the older people we support, but our volunteers too! Benefits of volunteering with Age UK Norfolk include:

- All our roles are flexible (during office hours) & expenses are reimbursed
- Full training & support provided
- Helps build confidence, develop new & maintain existing skills
- Gain work experience to boost your CV
- Make new friends & work with a great team
- Sense of achievement
- Get involved in the community
- Making a difference



"Volunteering makes me feel worthwhile. It gives me fulfilment and keeps my mind active and I know I can potentially make a great difference to the lives of the people I support"

Advocacy Volunteer

For more information about volunteering:

 01603 785 210

 volunteering@ageuknorfolk.org.uk