

## Volunteer Role Description

### Information and Advice Service

#### The aim of the service

Age UK North Staffordshire offers a free, confidential, independent and trusted Information and Advice service, (I&A for short). In many cases we help clients directly, but if we're unable, we will tell them about other organisations that can. The service is tailored for people over 50, their friends, relatives and carers.

Following recent funding cuts, the charity is currently seeking the support of people who can provide at least 4 hours of their time each week to support the work of our I&A staff.

**Further details about I&A on our website at:** <https://www.ageuk.org.uk/northstaffs/our-services/information-and-advice/>

#### Volunteer's activities and responsibilities

**We are seeking volunteers in a number of different roles and tasks**, including:

- Answering telephone enquiries and taking details and/or providing information
- Helping clients complete application forms for entitlements like [Attendance Allowance](#)
- Contacting clients to find out if their application has been successful, etc
- Discussing client issue[s] with team lead [or other colleague in team lead absence] in order to progress/resolve client enquiry.
- Completing client and activity records as appropriate and required,
- Receiving appropriate training and supervision from charity staff;
- Submitting monthly timesheets/expense forms etc to team lead for sign-off.

**You will be able to discuss any preferences on these roles with us before applying or at interview.**

#### Aims of the volunteering roles

- To support and supplement the work of staff members
- To assist clients with who make contact with us via telephone.
- To support clients with important application forms.

#### Reporting to and supported by

The volunteer will be supported and supervised by the Age UK North Staffs Senior Information and Advice Officer [Team Lead], at 83-85 Trinity Street, Hanley.

**Skills and personal qualities required**

Good literacy and numeracy essential. Legible handwriting. Ability to communicate face to face with people aged over 50 in an office, home, or over the phone. Experience preferable although full training is provided.

**Training provided**

In addition to initial training/induction there will be specific training to enable volunteers to carry out the role successfully, including specific form-completion training and benefit training/updates, if required.

**Other requirements of role**

The role holder may be required to undergo a Disclosure and Barring Service check if there role requires it, which will be paid for by the charity. This is because form-filling role may involve going into the homes of vulnerable people.

Use of a car needed if doing home visits.

**Entitlements**

- Reimbursement of reasonable travel costs incurred in this role at (currently) 45p per mile for car travel or production of receipts/tickets on public transport
- Periodic supervision sessions with their Supervisor
- Protection under the charity's insurance cover while engaged in this volunteer role.

**Finding out more before you apply**

If you would like to find out more about this role before you fill in the application form, please contact our Information and Advice Senior Adviser, Tracey Daly, on 01782 286209 or our Services Manager, John Larkham, on 01782 200721.