

Information & Advice Support Volunteer

- Project:** Information and Advice
Time requirement: 3 hours per week
Location: Throughout North Tyneside/ The Bradbury Centre North Shields
Accountability: Information & Advice & Campaigns Manager
Required training: Dependent upon experience
General Induction – **Mandatory**
Fire Safety Awareness – **on site**
Safeguarding Training
- DBS:** No

Purpose of the role:

- To provide quality information and advice to service users face to face or over telephone. The main enquiry areas are benefits, housing, and community care and consumer issues.

Duties of the volunteer:

- Raising awareness of Age UK North Tyneside and Information & Advice services at outreach locations
- Typical duties involve, listening to service users concerns, researching options, making telephone calls, completing benefit applications and recording confidential information on our database
- Attending regular (2 per month) team meetings and taking part in training sessions throughout the year

Skills that are required/desirable:

- Previous advice work or similar experience would be an advantage.
- Excellent communication skills are essential
- An understanding of confidentiality and being able to deal with sensitive information in an empathic way
- To have an understanding of equality and diversity issues