

VOLUNTEER ROLE DESCRIPTION

Information & Advice (I&A) Volunteer

Age UK Northumberland's (AUKN) mission is to promote the well being of people over the age of 50 in and around the County of Northumberland, helping to make life enjoyable and fulfilling.

The Information & Advice team is a small, friendly team of 3 full time staff and fifteen volunteers. The team are supported by the First Point of Call Staff (Two full time) The I&A Volunteers assist older people by providing information and advice on a wide range of topics. Volunteers receive training and are supported at all times by the staff team.

Purpose of Role:

To provide information & advice to older people (50+), their friends, relatives and carers and organisation's working with them to a standard agreed with the Information & Advice Manager.

Expected tasks:

1. To provide clients with appropriate information & advice relevant to their enquiry and to refer and signpost on to other organisations as required.
2. To liaise with the I&A service administrator on the issue of factsheets/information sheets/leaflets etc.
3. To maintain a calm, friendly and helpful manner with clients, staff and other volunteers.
4. To be aware of the range of information resources available to the service.
5. To maintain accurate records of all calls received and advice given on a computer database.
6. To carry out research on the internet and in paper records in order to advise clients.
7. To attend team meetings and all necessary training, where possible.
8. To comply with Age UK Northumberland's Confidentiality, Data Protection and Safeguarding Policies and relevant Data Protection legislation.
9. Comply with all other Age UK Northumberland's policies and procedures.
10. To liaise with the Manager about rotas and inform them of any foreseeable absences such as holidays, providing as much notice as possible.
11. To discuss any problem/ issues with the I&A Manager and inform them of any change in circumstances that may affect the volunteer's ability to participate on the project or when the volunteer no longer wishes to be involved, with as much notice as possible.

12. To be committed to Equal Opportunities and have an open minded approach to individuals, avoiding judgement and stereotyping while demonstration patience and empathy.

Personal Attributes

Applicants must:

- Possess a pleasant, friendly and outgoing manner.
- Have a flexible approach to work with the ability to work on own and as part of a team.
- Possess good interpersonal skills with an excellent telephone manner.
- Be able to communicate effectively (written & verbal).
- Be able to use a computer.
- Be interested in learning about Northumberland services and activities
- Be interested in learning about people's rights and entitlements
- Be committed to continuous improvement of the Information & Advice Service.
- Have an understanding of the importance of maintaining confidentiality at all times.
- Have an understanding of and empathy for people with different backgrounds and life experiences to your own.
- Be reliable, trustworthy, honest and committed to the volunteer role
- Possess GCSE's or equivalent in Maths and English.

Training provision: Training in the use of the Information & Advice Service computer record system and people's rights and entitlements will be given.

All of these arrangements are binding in honour only and not intended to be legally binding. AUKN will seek a Disclosure & Barring Service criminal record check if relevant to the volunteer role.

Please contact our Volunteer Co-Ordinator on 01670 784 800 or email volunteers@ageuk-northumberland.org.uk