

Mission Statement

Age UK Plymouth exists to care for and work with older people and their carers in and around the City of Plymouth to improve their quality of life through the promotion of choice, opportunity and independence.

Purpose of Role

To assist the Information & Advice department to inform people about the essential services that Age UK Plymouth provide and to signpost people where appropriate to other relevant organisations.

Main Duties:

- To undertake any training requirements to enable the role to be carried out effectively
- To provide Information & Advice via telephone or Outreach Support on a variety of subjects relating to older people and their Carers
- To assist people to complete forms both manually and online
- To represent Age UK Plymouth at events to provide information on support services

Person Specification:

- Good communication skills
- Confident in approaching people at events
- Smart appearance
- Ability to work as part of a team and form productive relationships
- Ability to write clearly, keep notes and complete referral forms
- Ability to use a computer would be an advantage
- Reliability and good time keeping abilities
- Car owner would be an advantage as some local travel may be involved
- Previous experience would be an advantage but not necessary as full training will be given
- Willingness to attend Induction Course and undertake ongoing training appropriate to the role
- Subject to successful DBS check and online protecting information level 1.

Hours of volunteering support:

Morning, afternoon or full day sessions with the flexibility to work occasional evenings and weekends if required. Primarily based at Head Office River View, Mount Gould. Some travel to other locations might be required. All travel costs reimbursed.

Responsible to:

Information & Advice Manager