



## **Volunteer Role Outline**

### **Information & Advice Community Volunteer**

#### **Mission Statement**

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

#### **The Role**

To support the Information and Advice Team in delivering free, confidential and independent information and advice services within community settings across Plymouth.

The Information and Advice Community Volunteer will assist Information and Advice Community Caseworkers in delivering outreach information and advice services to people aged 50+ across Plymouth, with a focus on reaching individuals who may face barriers to accessing support due to deprivation, social isolation, poor transport links, health inequalities or digital exclusion.

The role is community-based and involves assisting Information and Advice Community Caseworkers in the delivery of outreach information and advice services within community venues across Plymouth.

#### **Main Duties**

- Assist Information and Advice Community Caseworkers in the delivery of community outreach information and advice sessions across Plymouth.
- Welcome and assist individuals attending outreach sessions, helping to create a friendly, inclusive and supportive environment.
- Support Information and Advice Community Caseworkers with client registration, appointment booking, administration and session set-up as required.
- Provide basic information about Age UK Plymouth services and assist individuals to access appropriate support.
- Identify individuals who may benefit from further information and advice support and refer them to an Information and Advice Community Caseworker.
- Assist with the distribution of information materials, leaflets and promotional resources.
- Support Information and Advice Community Caseworkers to engage with older people who may be isolated or experience barriers to accessing services.
- Record basic information and service user feedback as required.
- Promote awareness of Age UK Plymouth services within local communities.
- Maintain confidentiality and comply with Age UK Plymouth policies and procedures at all times.
- Attend training, supervision sessions and volunteer meetings as required.
- Work positively with staff, volunteers and partner organisations to support the delivery of high-quality services.
- Act as an ambassador for Age UK Plymouth and uphold the charity's values at all times.
- To comply with the Charity's Health & Safety policies and other relevant policies and procedures as contained in the Volunteer Handbook and operational guidelines.
- To undertake lone working only where authorised and in accordance with Age UK Plymouth's Lone Working Policy and associated risk assessments.

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- To assist and participate in Age UK Plymouth promotional, engagement and profile-raising activities.
- To uphold and promote Age UK Plymouth's Equality & Diversity Policy and ensure effective implementation in all aspects of service delivery.
- To ensure the requirements of Data Protection legislation are complied with when carrying out the duties of the role.
- To undertake such other reasonable volunteering duties as may be appropriate to the role and agreed with the Volunteer Coordinator or Line Manager.

### **Skills and Personal Qualifications**

- Good communication skills and smart appearance.
- Ability to work as part of a team and form productive relationships.
- Ability to write clearly.
- Reliability and good time keeping abilities.
- Willingness to attend induction and undertake ongoing training appropriate to the role.

### **In Return, We'll Provide:**

- Initial and ongoing training to help you build your skills and knowledge.
- Continuous support from our team, ensuring you feel equipped and confident in your role.
- An opportunity to meet and connect with our dedicated group of over 30 volunteers, both socially and through training sessions.
- Reimbursement for any reasonable, approved out of pocket expenses.
- Full insurance coverage while you are volunteering on behalf of Age UK Plymouth.

### **Time Commitment:**

Morning, afternoon or all-day sessions – ideally a minimum of 3-hour sessions.  
Between the hours of 09:00-16:00 Monday- Friday

### **Responsible to:**

Wellbeing, Information & Advice Manager (with day-to-day support from Information & Advice Community Caseworker).