

## Volunteer role profile: Information & Advice Adviser

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### About Age UK Sutton

Age UK Sutton is an independent, local charity whose mission is to improve the wellbeing of all older people in Sutton, and make later life in Sutton a fulfilling and enjoyable experience. The charity provides a range of services and support for people in Sutton including Information & Advice, befriending, help at home, activities and social opportunities.

### What do Information & Advice Advisers do?

The Age UK Sutton Information and Advice service provides information and advice to older people on matters such as welfare benefits, health and social care, housing and local services. It plays an important role in supporting older people to remaining independent and make informed decisions. Last year, the service helped older people in the borough secure over £1.5 million in additional income, allowing them to live independently and comfortably in their later life. 75% of the people supported by the service are over the age of 65

As an Adviser, you will assist people with their enquiries, helping them to access and consider appropriate information and guiding them through the process. Enquiries can range from travel, community care, family and personal matters to benefits and debts or consumer problems. Volunteers will receive training in providing appropriate information and advice across a range of subjects, as well as providing emotional support to vulnerable people.

### Is it for me?

Advisers will need to be empathetic and patient. Good listeners, with a friendly and open manner, they will have a professional manner and confidence to engage with a variety of individuals on a one-to-one basis. They will need to be willing learners and committed to a process of continuous improvement.

### What will you get out of it?

- You get to be part of a friendly, dynamic team who help the community every day
- You can learn and develop excellent skills, like customer service and specialist knowledge of areas like welfare benefits
- You get to support a great cause, while giving something back to your community

**Location:** Based at the Age UK Sutton office in central Sutton

**Role description:** Due to the nature of the service the Information & Advice Adviser role is varied.

- Offering information and advice
- Face to face support
- Taking telephone queries
- Signposting to external services

**Summary of duties:**

- Face to face and telephone support for service users
- Explore the nature of the issues raised by the service user and, where appropriate, their wider circumstances
- Present and discuss information and advice with the client in an accessible manner, enabling them to identify a suitable solution
- Provide appropriate information and advice, and offer options to people about services that may be available to them and how to access them
- Where appropriate and at the clients request, act on their behalf, negotiate and represent their interests with third parties
- Support service users with making applications for benefits or services
- Maintain case records using electronic systems
- Develop a working knowledge of the information and office systems supporting the service, use them effectively and contribute to their improvement
- Keep up to date with relevant legislation, policies and procedures, locally and nationally.
- Carry out tasks according to Age UK Sutton policies and standards, in particular on confidentiality, anti-discriminatory policies and health and safety.
- Participate in training sessions and meetings as necessary.

**Skills and knowledge:**

- Good communication skills
- A warm and friendly manner
- A good listener
- Attention to detail

**Expectation:**

- Due to the nature of the role and the training required, volunteers are asked to commit to the role for a minimum of one year
- A commitment of at least one session each week, shifts are from 9am – 1pm or 1pm to 5pm
- Participate in an induction and training period, then attend ongoing training
- Comply with Age UK Sutton policies on Equality and Diversity, Health and Safety and Confidentiality

**Further information:**

- DBS essential
- Expenses covered
- Reporting to the Head of Information and Advice Service