

Volunteer role profile: Information & Advice Service Volunteer

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 Service Volunteers 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 Information & Advice Service Volunteer, you will be the first point of contact for people seeking help. Whether this is greeting and helping visitors to the office, fielding enquiries through the telephone help line or processing and recording information, you can be sure no two days are the same!

Is it for me?

The ideal Information & Advice Service Volunteer will have a friendly and open manner with the ability to put people at ease. They will be empathetic; a good listener; with a high level of attention to detail and be able to carry out basic admin tasks.

What will you get out of it?

- You get to support a great cause, while giving something back to your community
- It is a direct way to make a difference to someone's life
- You get to be part of a friendly team
- Excellent opportunity to develop customer service and administration skills

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

Role description:

Due to the nature of the Information & Advice service, volunteers will need to be prepared to assist a diverse range of people in a variety of interactions.

- Greeting visitors and service users
- Recording service users information and requesting referrals
- Processing enquires and providing information, either over the telephone or in person
- Providing face to face support

Summary of duties:

- Being the first point of contact within the Information and Advice service, providing customer service to all service users and visitors as the face of the service
- To support the delivery of the service by performing administrative tasks
- Ensuring that the database is kept up to date by inputting data, updating records and scanning and attaching file
- Providing information to service users by utilising available resources such as information guides, literature and the internet
- Supporting the Information and Advice advisors/ caseworkers

Skills and knowledge:

- Possess excellent communication skills
- A high level of attention to detail is essential, especially for the more complex cases
- A strong sense of empathy towards the needs of older people
- Good listening skills, with a warm and friendly manner

Expectation:

- Due to the nature of the role and the training required, volunteers are asked to commit to the role for a minimum of six months
- A commitment of at least one session each week, shifts are from 9am – 1pm or 1pm to 5pm
- Participate in an induction and training periods then attend ongoing training when required
- 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