



## **Volunteer Role Profile: Welcome and Information Team Volunteer**

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<b>Role:</b>	<b>Welcome and Information Volunteer</b>
<b>Location:</b>	<b>Age UK Sutton (Sutton Gate Office)</b>
<b>Supported by:</b>	<b>Community Support Manager</b>
<b>Commitment:</b>	<b>Minimum 4 hours per week up to 30 hours per week (Monday-Friday): 09:00am - 5:00pm</b>

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### **About Age UK Sutton**

Age UK Sutton is an independent, local charity working throughout the London Borough of Sutton to support older people, their families and carers. Our vision is an Age Friendly Sutton, where older people know they belong, and feel supported and valued.

We offer a range of practical, social and information services and support for people aged 50+ that help them make the most of their later life. As well as providing services, we work to influence wider changes in the community to make Sutton a more age friendly place.

### **What do 'Welcome and Information Volunteers' do?**

Age UK Sutton provides a free, confidential and impartial service to older residents of Sutton, their families and carers. The Information and Advice service is part of the Community Support Service and can be accessed by the public via our helpline, at the office (appointments and drop in), at community hubs and via our website and email.

We support clients with a variety of enquiries, including benefit entitlement and support, housing information and advice, health and social care, wellbeing, local services and facilities and much more.

Welcome and Information Volunteers are the first point of contact for older people, their families, carers and other professionals accessing our service.

Responsibilities include:

- Responding to initial enquiries via the helpline, in person and email
- Providing excellent customer care
- Spending time investigating, exploring and understanding the enquiry
- Assisting clients with information requests, providing sources with accuracy

- Allocating clients for triage (as appropriate)
- Recording and updating client records on the charity database
- Liaising with the Community Support Manager on client cases
- Completing online feedback forms at the end of each session
- Participating in learning and development sessions as required
- Participating in support and supervision sessions as required.

## **Volunteer skills, experience and attributes required:**

We are looking for volunteers who:

- Are reliable, honest and trustworthy
- Are comfortable volunteering in a busy role and environment
- Enjoy face to face and telephone contact with people
- Have excellent interpersonal, communication and active listening skills
- Understand the challenges faced by some older people
- Are patient, non-judgemental and open-minded
- Are able to communicate professionally via email
- Are able to enter accurate records into a database
- Are able to research information on the internet
- Are able to complete online feedback forms
- Are willing to attend training and support sessions (in person, via video or online)
- Are willing to follow Age UK Sutton policies and procedures including professional boundaries, safeguarding, equality and diversity, confidentiality, data protection and health and safety.

This role is open to volunteers who are a minimum of 18 years old and is subject to an enhanced DBS (Criminal Record) check.

## **What we offer**

- Induction, training and support from the Community Support Manager
- The opportunity to make a positive difference for older people
- The opportunity to meet new people and be part of a great team
- The opportunity to develop new skills and gain new experiences
- Reimbursement of reasonable (pre-agreed) travel and subsistence expenses.

## **To apply**

Please complete the online volunteer application form on our website

<https://www.ageuk.org.uk/sutton/get-involved/volunteer/application-form/>

For any questions please email the Volunteering Team on

[volunteering@ageuksutton.org.uk](mailto:volunteering@ageuksutton.org.uk) or call 0204 551 7331