



Volunteer Role Profile: Evaluation and Insight Volunteer

Role:	Evaluation and Insight Volunteer
Location:	Office Based
Supported by:	Head of Community Support
Commitment:	5-10 hours per week (during office hours)

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 that 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.

About the Evaluation and Insight Volunteer Role

Evaluation and Insight Volunteers support the development and quality assurance of Age UK Sutton Services by conducting evaluation interviews with services users, supporters, volunteers, staff and partners. They also support our Age Friendly Programme by conducting interviews with older residents of Sutton to ensure older people's views and experiences inform and shape borough wide developments. Responsibilities include

- Making phone or video calls to clients or older sutton residents from a given call list
- Asking a series of pre-set questions (both qualitative and quantitative)
- Focussing the conversation on the interview questions
- Remaining objective and impartial
- Writing up responses in an agreed format (including online forms) during or immediately after the interview
- Reporting safeguarding concerns or other support needs highlighted during the interview
- Liaising with the Head of Community Support
- Attending induction and training session as required



- Attending team meetings and support and supervision sessions as required
- Following Age UK Sutton policies and procedures, including confidentiality and data protection, safeguarding, health and safety and equality and diversity

Volunteer Skills, Experience and Attributes Required

We are looking for volunteers who

- Have excellent communication and listening skills
- Are able to hear and be understood on the phone
- Have a warm, friendly and confident manner
- Are patient, open minded and non-judgemental
- Are able to interact with people who have different communications styles
- Are proactive and able to work independently
- Understand the importance of objectivity and impartiality
- Able to maintain professional boundaries and the remit of the role
- Have sufficient IT skills to communicate via email, make video calls and complete online forms
- 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 a DBS (Criminal Record) check.

What We Offer

- Induction, training and support from the Head of Community Support
- 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 on-line volunteer application form on our website
<https://www.ageuk.org.uk/sutton/get-involved/volunteer/application-form/>

For any questions please email the Volunteering Manager on
volunteering@ageuksutton.org.uk or call 07735 690864.