

Information and Advice Admin Volunteer

About Age Cymru West Glamorgan

We provide a range of services to our clients, families and carers across the Swansea, Neath Port Talbot and Bridgend area to support their independence and to sustain their health and wellbeing.

Role Description:

As an Information & Advice Admin Volunteer, you will work as part of the Information and Advice Team to assist with delivering clear, accurate and up to date information to our clients.

Hours:	Minimum 3 hours a week
Location:	Swansea
Reporting to:	Information and Advice Manager

What will I do?

- Provide basic information to clients calling in on our Advice Line, in accordance with guidance provided.
- Update our database with contact information on the client and their enquiry.
- Arrange any further action as required, e.g. sending information out to the client; where necessary refer to a paid member of staff; refer to another Age Cymru West Glamorgan service; or signpost to appropriate external organisation.
- Take details of income and savings for Information & Advice Officer to carry out Full Benefits Checks.
- Scanning documents, particularly Benefits forms and uploading them onto our database.
- Attend regular team meetings and participate in training as required to keep your skills and knowledge updated.

What will I gain?

- Experience of working in a Third Sector organisation
- Experience of working as part of a vibrant, enthusiastic team
- Knowledge that you are helping vulnerable clients and making a difference to people's lives

What skills do I need?

- Empathy and understanding of the issues that affect older people and a passion to ensure people are able to make informed decisions and have their rights upheld.
- Good communication skills.
- Computer literate.

- Able to work under supervision and follow key policies and procedures
- Able to work on own initiative and understand the nature of confidentiality
- Non-judgemental
- Reliable and dependable
- Able to engage with older people in the community.
- Able to complete and maintain accurate records
- Friendly and enjoy working as part of a small friendly team
- Happy to undertake training as necessary.

Please note that this post will be subject to an Enhanced DBS check.

To apply: Email volunteers@agecymruwestglamorgan.org.uk or call 01792 648866 to have a chat about the role.

Please note this is a voluntary position. Age Cymru West Glamorgan will reimburse volunteer for out of pocket travel costs including public transport costs.