

## Volunteer Role Profile

### Information and Advice - Signposting and Information Role

#### **Purpose of volunteer role**

To contribute towards the provision of a county wide information & advice service for older people by answering enquiries from the public over the telephone, responding to requests for signposting and routing clients who need advice to the most appropriate adviser. Supported by your peers and I&A manager.

#### **Main tasks**

- To provide a wide range of information to older people, their families and carers, meeting the AQM 'Quality' standard and Age UK IAQP in accordance with Age UK West Sussex-Brighton and Hove policies and procedures
- To provide clients with information in relation to their issues to enable them to make informed choices
- To identify the key issues and signpost to the most relevant service or advisor, provide information and advice guides and factsheets relevant to the enquiry
- To ensure that clear and comprehensive records of all enquiries are received and noted how they were resolved, enter them on the Charity Log database, attach all relevant documentation. Follow the bench marks for the service.
- Recognise the difference between information and advice, only provide information and signposting to the client.
- Notify the I&A department if clients require further contact from an I&A adviser
- Maintain accurate knowledge about services available to older people in West Sussex/Brighton and Hove
- Liaise closely with the other advisers, seeking advice, guidance and support where required.
- To attend and contribute to team meetings and training courses which meet the needs of the individual as well as the team as a whole.
- Carry out tasks according to Age UK West Sussex-Brighton and Hove policies, procedures and standards, in particular on confidentiality, anti-discriminatory policies and health & safety.

#### **Personal qualities to fulfil this role**

- A good command of spoken and written English
- Have good listening skills, be able to disseminate what is being said and demonstrate to the client your understanding of what is being said.
- Understand the need for confidentiality

- Able to work independently and as part of a team
- Enthusiasm for promoting the services available to older people
- Reliability
- A sense of humour.