

Volunteer role Description



Outcomes Research Volunteer

Introduction

Age UK West Sussex, Brighton and Hove enable older people to 'love later life'. Our aims are to promote the wellbeing of all older people; to make later life a fulfilling and enjoyable experience and to enable people to flourish.

Responsible to:

This is flexible and based on geographical location e.g., if you are based in Burgess Hill then you will report to a Mid Sussex coordinator. Neil Wannell will provide CLog (CRM software) support as necessary.

Hours:

Varied this is a flexible post that suits people with varied skills. We ask for a commitment of a minimum of three hours a week. This is due to the training that is required for the role.

The volunteer's aim is to complete actions as required, and so the amount of work will vary weekly.

Based at:

Any of Age UK West Sussex, Brighton & Hove's centres.

The service

As part of our ongoing drive to improve the experience of our customers, and to maximise our impact we are looking for a volunteer to gather feedback. Using our new outcomes framework, you will be contacting our customers to record the

changes that our services have made to their lives, including their levels of loneliness and general wellbeing.

The information that you collect will be used to report on services, generate case studies, and generally shape the way that the organisation supports people.

Key responsibilities:

- Call customers on the action list and ask them questions about the impact that Age UK West Sussex, Brighton & Hove's services have had on them.
- Record the information on our customer relationship management (CRM) system

Role requirements:

- Patience
- Computer literacy, or willingness to learn
- Strong listening skills
- Empathy
- Friendly
- Reliable

How will we support you

You will be provided with induction training and be shown how to work to guidelines to be sure you are confident and able to carry out your volunteer role. Induction training will cover an introduction to Age UK West Sussex Brighton & Hove and its' services, policies, and procedures. All relevant training will be free to volunteers. You will receive on-going support and training to carry out your role effectively and be able to enjoy doing so with confidence.

What will you get out of volunteering for Age UK West Sussex, Brighton & Hove?

Meeting others, having fun and a sense of fulfilment. If you are looking for a job we can give you some experience whether you have worked in this setting before or not. We will train you so you will gain knowledge of working in a charity sector and that will help you in your search for a job. We can also give you a written reference.

This role will give you the opportunity to contribute to the improvement of services, and to achieve our goal of supporting people to 'love later life'.

Volunteer Agreement

I have read and understood the above Role Description and would like to become a volunteer for this service.

Signature.....



Date.....