**Volunteer Role Profile  
Information and Advice - Signposting and Information**

#### Purpose of volunteer role

Provide an information service at pre-arranged venues throughout West Sussex

#### Main tasks

* Give information in the form of guides and factsheets to members of the public
* Maintain statistical information on the number of client contacts and information given to them
* Recognise the difference between information and advice and only provide information   
  to clients
* 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 including those of Age UK West Sussex
* Ensure that all information relating to the outreach session is given to the I&A manager as soon as practically possible
* Liaise closely with the I&A manager and other advisers, seeking advice, guidance and support where required
* Participate in training sessions and meetings as necessary
* Carry out tasks according to Age UK West Sussex policies, procedures and standards, in particular on confidentiality, anti-discriminatory policies and health & safety.

#### Personal qualities to fulfil this role

* Hold a full UK licence and have the use of a fully insured car
* A good command of spoken and written English
* Ability to listen, understand what is being said and the ability to make oneself understood
* 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.