 **Volunteer Role Profile**

**Volunteer Telephone Triage Service**

**Purpose of the 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; all through support from the triage service staff.

**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 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
* To ensure clients are either provided with or can access the support they need to achieve their desired outcomes
* To ensure that clear and comprehensive records of all enquiries are received and noted how they were resolved, enter them on the database, maintain and archive them with all relevant documentation attached. Follow the bench marks for the service.
* 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.
* To liaise with the telephone line manager to ensure correct information is given and check that there are no missed issues
* To understand when to refer onto then advisors for further support.

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