

ROLE DESCRIPTION

Volunteer SPOC (Single Point of Contact) Role

Introduction

Age UK Wolverhampton's Information and Advice (I&A) service provides information and advice to older people on a variety of matters. The team is based at:
The Workspace, All Saints Road, Wolverhampton. WV2 1EL

This volunteer SPOC (Single Point of Contact) role will be working alongside the Information and Advice Service.

This role involves assisting clients across a wide range of initial enquiries coming into the service where clients will be advised or signposted to internal or external services. It is an interesting and varied role as the volunteer will be helping to provide information to individual older people and their carers.

Time involved

To enable the volunteer to develop their skills and knowledge, the volunteer is required to commit to at least one session per week, minimum of 3 hours. The core telephone hours are 9.30 am - 2.30pm, Monday to Thursday. This can be discussed further with the Age UK team. Ongoing training is offered to support volunteer individual needs, along with regular catch up meetings.

Responsible to: I&A Manager

Based at: The Workspace, All Saints Road, Wolverhampton. WV2 1EL.

Key responsibilities

- Explore the nature of the problem raised by the client and, where appropriate, their wider circumstances
- Identify and research information relevant to the user's situation, drawing on information resources available
- Present and discuss information and advice with the client in an accessible manner, enabling them to identify a suitable solution

- Provide appropriate information to people about services that may be available to them and how to access them, including Age UK services; where appropriate, refer people to other agencies and sources of help
- Maintain statistical and case records using manual and electronic systems
- Liaise closely with the I&A manager and other advisers, seeking advice, guidance and support where required
- Develop a working knowledge of the information and office systems supporting the service, use them effectively and contribute to their improvement
- Carry out tasks in line with Age UK Wolverhampton's policies and procedures
- Participate in training sessions and meetings

Expenses and Insurance:

We will cover agreed out-of-pocket expenses for volunteers (e.g. travel costs). You can claim travel expenses weekly or monthly by completing a travel expense form and provide receipts where appropriate. We will also insure you under our Public Liability insurance for the time you are volunteering with us. Please ensure that you only carry out tasks which have been requested of you with this volunteering role.

Personal qualities/skills most suited to this role:

No specific previous experience or qualifications is required as training and on-going support will be provided. Any potential volunteer will need to be able to demonstrate:

- excellent listening and communication skills
- empathy
- good standard of literacy, numeracy and IT skills
- the ability to work confidently on own initiative and know when to seek help and support
- willingness to attend scheduled training days, Age UK volunteer induction and any other training deemed essential to the role as identified

A DBS is required for this role