

## **VOLUNTEER ROLE DESCRIPTION**

### **Information & Advice Service – Volunteer Adviser**

#### **The Service:**

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 in the main office in the city centre.

This role involves assisting clients across a wide range of enquiry areas, including benefits and debt, employment, housing, community care, family and personal matters, and consumer problems. It is an interesting and varied role as the volunteer will be helping to provide information and advice to individual older people and their carers.

**Responsible to:** I&A Manager

#### **Location:**

The Age UK Wolverhampton office at 93/94 Darlington Street, Wolverhampton, WV1 4EX

#### **What would my role involve as a Volunteer Adviser?**

- 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 and advice, and offer options 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
- Where appropriate and at the client's request, act on their behalf, negotiate and represent their interests with third parties by letter or telephone.
- 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 according to Age UK Wolverhampton's policies and procedures.
- Participate in training sessions and meetings as necessary.
- Be an ambassador for Age UK Wolverhampton

**Personal qualities and 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

**How much time is involved?**

This role involves taking part in a structured training programme provided by Age UK Wolverhampton. To enable the volunteer to develop their skills and knowledge, the role is ideally suited to people who can offer at least 12 months. At least one session per week is required for this role 10am - 3pm. You can stop volunteering at any time but it is very important that you let us know in advance.

**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.

**A Disclosure & Barring Service (DBS) is required for this volunteering role**