

Be the difference

Apply in store or online

- Befriending
- Retail assistant
- Dementia services
- Foot care assistant
- Computer tutor
- Social activities
- Information & Advice assistant

Scan me

To easily apply for a role online



For more information, please call us on
01905 724294 | 01684 560666
email info@ageukwmh.org
or visit www.ageukwmh.org

Age UK Worcester & Malvern Hills is a charitable company limited by guarantee and registered in England and Wales
Registered charity number: 1114859
Company number: 5688674
Registered head office is: Bank House, 7 Shaw Street, Worcester, WR1 3QQ.



Information & Advice Assistant Volunteer

Help us to provide basic Information & Advice to our clients, as well as helping them to complete benefit check form filling.



Age UK Worcester & Malvern Hills
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Volunteer to help us make later life a fulfilling and enjoyable experience for all older people.

Who are we?

We are a local independent charity working to help over 50s in Worcester & Malvern Hills, love later life. We provide a range of services and social activities across the areas to benefit older people. We are part of the family of Age UK charities across the country.

What work do we do?

- Information & Advice
- Benefit checks & Form Filling
- At Home Services
- Befriending & Bereavement Support
- Later Life Planning
- Dementia Community Support Services & Meeting Centres
- Good Neighbour Network
- Foot Care
- Digital Inclusion
- Wheelchair Hire
- Social Activities



Purpose of the role

Providing clients with free Information & Advice, as well as free benefit checks and form filling, is a crucial part of what we do. We cover a range of topics from our office, over the phone or at one of our outreach venues. Allowing our clients to claim their entitlements and get the support they need with ease and comfort.

Main activities of the role

- Provide basic Information & Advice to clients by phone and/or in person.
- Fill out initial benefit check forms.
- Identify the needs of clients and refer them to necessary services.

Personal qualities, experience and skills

You do not need any previous experience for this role, although good communication skills, empathy and patience and a caring and polite attitude is needed. Being able to work as an individual and understanding confidentiality is essential.

Our commitment to you

We will provide you with: relevant induction & training, ongoing support, reimburse reasonable travel costs and invite you to our group events.

Full training will be provided for this role.