

Be the difference Volunteer for us today

- Community befriender
- Retail assistant
- Dementia services assistant
- Digital champion
- Social activities assistant
- Information & advice assistant
- Foot care assistant
- Mental health buddy
- eBay assistant



Scan the QR code below to view
our voluntary roles



For more information, please contact us on:

01905 724294 | 01684 560666

info@ageukwmh.org
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: 05688674.
Registered head office: Bank House, 7 Shaw Street, Worcester, WR1 3QQ. Version 1 - last updated 12_07_23



Information & Advice Assistant Volunteer



Age UK Worcester & Malvern Hills

01905 724294 | 01684 560666 | info@ageukwmh.org

Volunteer with Age UK Worcester & Malvern Hills and be the difference in helping an older person love later life.

Purpose of this voluntary role

Providing free and confidential Information & Advice, is a crucial part of what we do. We provide the facts that allow clients to make choices and decisions with reliable information, as well as allowing our clients to claim their entitlements and get the support they need with ease and comfort.

Main activities of the voluntary role

As an Information & Advice Assistant volunteer, you will help provide basic Information & Advice to our clients, as well as benefit check form filling.

Tasks include, but not limited to:

- Provide basic Information & Advice to clients by phone and/or in person
- Identify the needs of clients and refer them to the appropriate internal and external services by phone and/or in person
- Fill out initial benefit check forms
- Liaise with our Information & Advice Manager

Experience

You do not need to have any prior experience for this role, but an understanding of GDPR and confidentiality is essential.

As an Information & Advice Assistant volunteer you should have:

- Good communication skills
- Empathy and patience
- A caring and polite attitude towards customer service
- The ability to work as an individual in a wider team

Benefits of volunteering with us

- Learn new skills and develop existing ones
- Develop your confidence and gain experience of the workplace
- Reimbursement of reasonable travel costs incurred
- Ongoing support and training where relevant
- Become part of our wider volunteer network, where you will be invited to group events and meet others alike

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?

Services

- At Home services (Homeworking & Gardening)
- Befriending & Bereavement Support
- Being Well Service
- Benefit Checks & Form Filling
- CAMBUS & Energy Roadshow Bus
- Community Transport
- Dementia Community Support Service
- Dementia & Memory Loss Meeting Centres
- Digital Inclusion & Tablet Loan Scheme
- Foot Care
- Good Neighbour Networks
- Information & Advice
- Later Life Planning
- Wheelchair Hire

Social Activities

- Connect Clubs
 - Chantry House
 - Chelmsford Court
 - Storer Court

