



Volunteer Role Description

Age UK York is an independent, local charity, that has worked to support older people for fifty years. We have over three hundred volunteers helping us to deliver services and activities for older people in York.

Volunteer role: **Information and Advice Outreach Volunteer - Parish Councils and Relevant High Footfall Organisations**

Service: Age UK York's information and advice service supports older people to find solutions that will help them to remain independent and get the most out of later life.

Supported by: Information and Advice Organiser

Commitment: Anticipate 4-6 hours a month. Flexible role to suit volunteer's schedule.

Training: Induction training part one and part two. Additional training offered as appropriate.

DBS: Not required.

Role purpose

To liaise with Parish Councils and other relevant high footfall organisations, for example supermarkets, to display Age UK York posters and information and to also collate information on activities taking place in these areas. To provide feedback and information on relevant activities or services to the Age UK York Information and Advice team.

Personal qualities and experience

The information boards volunteer will be happy to work independently, travelling around York and liaising with parish councils and high footfall organisations. They will represent our organisation, so must have a friendly and professional manner. Organisation skills are important, as the volunteer will manage their own time and schedule, ensuring that all areas and institutions are visited regularly, keeping a record of their work. They will be happy to feedback progress to Age UK York on a regular basis. The ability to understand role boundaries is key, as information and advice giving is not part of this role. Age UK York volunteers must be willing to work within guidelines and always follow confidentiality policies.

Tasks and activities

- Liaise with Parish Councils, to display information on noticeboards. This will often involve arranging access to a key to open the display board.
- Identify and liaise with other high footfall organisations and display information as per their policies.
- Develop a schedule to keep the information boards up to date and record visits.
- Provide feedback to Age UK York First Call staff on community activities/services taking place in each Parish/area.
- Visit Age UK York office at St. Edmund's house to collect posters and leaflets, as required.
- Promote Age UK York community cafés and the Age UK York Information and Advice service.

In return, as an Age UK York Volunteer, you will have the opportunity to:

- Help older people in York to access help and advice.
- Be part of a friendly team and supported in your role.
- Access training development, as appropriate.



Volunteer Agreement - Information and Advice Outreach Volunteer - Parish Councils and Relevant High Footfall Organisations

We ask you to:

- Work within the parameters of your volunteer role description.
- Maintain the commitment you choose to make.
- Undertake training and updates.
- Keep appointments and complete relevant paperwork.
- Keep us informed if your circumstances change.
- Inform us immediately of any new criminal convictions.
- Keep to the Age UK York policy regarding confidentiality.
- Keep to the Age UK York policy regarding data protection.
- Promote the work of Age UK York in your local community.
- Feel able to tell us if you are dissatisfied in any way.
- Keep to all other Age UK York policies and procedures, summarised in the volunteer handbook and available in full on request or via the website.

Please sign to confirm that you have read and understood the above.

Name:

Signature:

Date:

This agreement is binding in honour only, is not intended to be a legally binding contract between us and may be cancelled at any time at the discretion of either party. Neither of us intends any employment relationship to be created either now or at any time in the future.