



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
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:	One or two events a month (3-6 hours a month).
Training:	Induction training part one and part two. Additional training offered as appropriate.
DBS:	Not required.

Role purpose

To organise and staff the Age UK York information and advice desk at outreach venues across York, which will be a gateway to the Age UK York information and advice service.

Personal qualities and experience

Information and advice outreach volunteers will be friendly, professional and welcoming. They will be comfortable speaking to clients and able to communicate clearly. The ability to understand role boundaries is key, as information and advice giving is not part of this role. Volunteers will be able to record client details accurately. This role will be independent or working alongside another volunteer. Age UK York volunteers must be willing to work within guidelines and always follow confidentiality policies.

Tasks and activities

- Collect information leaflets and equipment from the Age UK York office at St Edmund's House.
- Set up the Age UK York Information desk at the outreach venue.
- Close up the Information desk at the outreach venue, returning all equipment to St Edmund's house and ensuring all leaflets are fully stocked for the next outreach visit.
- Staff the information and advice desk at the outreach venue.
- Welcome potential clients, listening to their enquiry. Hand out leaflets and basic information about Age UK services. It is essential that volunteers do not attempt to provide advice.
- Record client contact details accurately, adhering to GDPR data protection and confidentiality guidelines.
- Provide a full record of all enquiries and contacts made to Age UK First Call staff in a safe, secure and timely manner.
- Discuss any new information leads with Age UK First Call staff to follow up on.
- Keep up to date with the services offered by Age UK York.
- Chat to older people attending the outreach venue, regardless of whether specific information and advice is required.
- Alert Age UK York to any concerns, including safeguarding issues.

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

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.