

VOLUNTEER INFORMATION AND ADVICE ASSISTANT

VOLUNTEER ROLE DESCRIPTION

Purpose of Role

To provide a front line point of contact for telephone enquiries and visitors.

Role of the volunteer

- Responsible for taking initial telephone calls and transferring callers where necessary to relevant area, service or person.
- Booking appointments for clients with the Information and Advice Advisors.
- Checking answer phone messages daily and responding accordingly.
- Answering telephone enquiries giving basic information and signposting where necessary.
- Dealing with visitors to the hub, answering basic enquiries and signposting or referring when necessary.
- Recording information accurately and fully as required.
- Dealing with outgoing post and recording.
- Supporting the Information and Advice service with basic tasks where required.
- Assisting with other administrative work e.g. updating information.

Skills and attributes needed

- An interest in working with and for the benefit of older people
- Sensitivity and understanding of the range of issues affecting older people
- Good interpersonal skills
- Effective listening and communication skills
- Ability to use basic IT systems and update manual records
- Able to use or willingness to learn to use the internet and Microsoft Office 365
- Ability to work on own initiative and as part of a team
- Patience and empathy
- Trustworthy and reliable

As a volunteer we would ask you to


- Commit to a minimum of four hours per week.
- Adhere to the Age UK East Sussex confidentiality policy and equal opportunities policy maintaining discretion and confidentiality at all times
- Be guided by your team leader
- Be courteous, professional, reliable and conscientious in your commitment
- Participate in an annual supervision and periodic group meetings
- Give due notice when unable to attend
- Commit to a twelve week National Certificate of Further Education distance learning course in Information, Advice and Guidance

As a volunteer we will offer you:

- An induction and initial training
- Ongoing training relevant to your role
- Regular support and supervision
- An opportunity to meet other volunteers socially and for training
- Reimbursement of out of pocket expenses
- Work experience and reference after six months volunteering
- Appreciation of your time and commitment given to Age UK East Sussex

For more information and how to apply please call 01273 476704 or email volunteers@ageukeastsussex.org.uk

We place great value on our volunteers - who bring so much to the organisation. Their time, energy and commitment are recognised and greatly appreciated.

 The logo for 'Investing in Volunteers' features the words 'INVESTING IN' at the top and 'VOLUNTEERS' at the bottom, both in a purple, sans-serif font. A large, stylized checkmark in shades of orange and red is positioned in the center, overlapping the text.	<p>Age UK East Sussex has been awarded the Investing in Volunteers accreditation. This shows our commitment to all our volunteers and how we recognise that it is their energy, time and commitment which makes our organisation.</p>
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