



VOLUNTEER ROLE DESCRIPTION

Position Title:	Volunteer Information Assistant
Purpose:	Provide information and a form filling service for Gosport residents aged 55 and over and their carers
Responsible to:	Age Concern Co-ordinator
Support given by:	Age Concern Co-ordinator/ Office Co-ordinator
Location:	Age Concern Office, Martin Snape House, 96 Pavilion Way, Gosport
Review:	Following an introductory period of six weeks, a review will take place with the Co-ordinator to ensure both parties are satisfied with the arrangements.
Expected Hours:	4 – 6 hours per week
Expenses:	Reasonable out of pocket expenses will be reimbursed. Mileage within an 18 mile round trip.

Main Tasks:

- Welcome clients to Age Concern Gosport in person and over the phone
- Listen to enquiries face to face and over the phone
- Use the internet, phone and printed materials to provide relevant information to clients
- Present and discuss information with the client in an accessible form, enabling them to identify a suitable solution
- Where appropriate and at the client's request, assist to write a letter or make an enquiry to a third party
- Where appropriate refer people to other agencies and sources of help
- Complete forms as required, such as Attendance Allowance, PIP, Carers Allowance and Blue Badge application forms
- Book appointments, including those to be looked after by the Co-ordinator
- Record all enquiries in full, including clients' postcode and contact details, in order that accurate statistical records are maintained
- Participate in training sessions and meetings as necessary

Training: Training will be provided as required.

Skills and attributes needed:

- A passion for helping people to improve their quality of life
- An open-minded, non-judgemental approach to both clients and colleagues
- Ability to assimilate and understand information by listening and reading
- Ability to communicate information to others, so that it is understood
- Ability to use the telephone and to write legible and easily understood notes and letters
- Ability to fill in forms and carry out basic calculations
- Ability to search the internet, complete enquiry records and send emails.
- Willingness to work in according with the guidelines and standards and to take a flexible approach to work requirements
- To carry out tasks in according to Age Concern policies and standards, in particular on confidentiality, anti-discriminatory policies and health and safety

Benefits:

- Satisfaction – helping people to make a real difference to their lives
- Teamwork – Being part of a team
- Purpose – Putting your skillset to a good use
- Communication – developing written and verbal communication skills
- Office skills – experience with administration and an office environment