



## ROLE DESCRIPTION

### Information & Advice Volunteer (Form Filling)

Responsible to:	I&A Service Manager
Time Commitment:	Flexible as needed (see bottom of role spec), long term commitment hoped for
Location:	Community-based

### About the Service

Our team of dedicated staff and volunteers provide free, confidential, and independent information on a wide range of subjects including welfare benefits, consumer problems and rights, housing options, health, care at home, residential care, family and personal matters and accessing local services.

We can help complete forms (e.g., Blue Badge, Housing/Council Tax Support etc.) make telephone calls and write letters if needed.

The service supports people over the age of 50 from across Birmingham and Sandwell.

### About the Role

In this volunteer role you will help to distribute useful information to older people in the community. Specific tasks include:

- Distributing Age UK information material (posters, leaflets, information guides) to locations with high older people footfall such as GP sites and libraries.
- Set up and pack up event stalls
- Support information stands at events
- Respond to enquiries from clients at events either by providing information or referring them to colleagues in the I&A service
- General administrative tasks as directed by the I&A Service Manager
- Noting details of client contact and liaising with key staff and volunteer colleagues.
- To undertake Age UK Birmingham & Sandwell Induction Programme and additional relevant training where required
- To attend team meetings / supervision when required



## Personal qualities and skills most suited to this role

- Driving licence and access to own vehicle (essential)
- A warm, friendly and sociable personality
- Good listening and communication skills essential
- Patience and tact
- The ability to understand written information and explain things
- A commitment to ensuring that customers are provided with accurate, relevant, and timely information and support
- The ability to write clear notes and records
- A caring, sympathetic, sensitive manner and a non-judgemental approach.
- Commitment to understanding the needs of people older people
- Reliable/dependable/flexible

## Other Criteria

- Willing to undertake a DBS check

## Time commitment

The amount of time you'll need to give will be dependent on your role at the event. There could be mornings or evenings. And for some events, we may only need your help for a couple of hours.

## Contact

**Louise Crowther**  
**Volunteer Coordinator**

0121 824 1459

[volunteering@ageukbirmingham.org.uk](mailto:volunteering@ageukbirmingham.org.uk)

Or apply online by [CLICKING HERE](#)