

**Role: General Adviser**

**Location: Blackburn Central library or  
Darwen Town Hall**

**What the role entails:**

To provide advice and information to older people or their carers on a range of enquiries including benefits and money, housing, care and local services.

**What you will need to be able to do:**

- ✓ Provide advice and information to older people, and their carers on a range of issues, observing confidentiality and impartiality at all times.
- ✓ Assist people over the telephone or in person.
- ✓ Liaise with other agencies on behalf of clients.
- ✓ Assist clients with form filling, letter writing, etc.
- ✓ Maintain clear and accurate records of all advice and information activity, using the service's paperwork/database.

**Time Commitment required:**

This role is not suitable for short term volunteering

**How much training and how long it will take?**

All volunteers are required to complete mandatory online training before they start volunteering – this can take up to 5 hours

There is also additional training required for this role

**The qualities you need for the role:**

- ✓ Honesty
- ✓ Reliability
- ✓ Confidentiality
- ✓ A pleasant and polite manner
- ✓ Non-judgemental approach
- ✓ Good listening and communication skills

**Things you MUST agree to:**

- \* Comply with Age UK Blackburn with Darwen policies at all times, especially those regarding Equal Opportunities, Health & Safety and Confidentiality
- \* Undertake required mandatory training, provided by the organisation to comply with current legislation

Please see overleaf for more information

- \* Participate in annual volunteer reviews
- \* Keep your manager informed when you are unable to attend or of other things that affect your volunteering i.e: health conditions

Fundraising - As a local independent charity, fundraising is vital to the continuation of our local services for older people. There are lots of ways of supporting us through helping with bag packs or bucket collections, delivering posters, helping at events, undertaking sponsored activities, sharing our social media posts, donating to and buying from our Charity Shop in Darwen. All volunteers are asked to support us in this way.

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