



- Volunteer role:** Telephone Helpline Volunteer.
- Service:** Information and Advice (I and A) Service.
- Supported by:** I&A Advice Staff and Manager.
- Location:** 81 Brigstock Road, Thornton Heath, CR7 7HL.
- Days / hours** Various.
- Training:** Full training and ongoing support are provided.
- Travel expenses:** We will pay your travel expenses to outreach venues.

Our Information & Advice (I&A) Service supports people over the age of 50 across the borough of Croydon and consists of the following key elements:

- Information giving – for example, we provide information on our activities at Age UK Croydon or on other services nearby.
- Signposting – we offer people options on where to go for a range of issues, for example local care homes, tradespeople, assistance with technology and cost of living help.
- Advice and casework support – our specialist Advisers offer one-off or in-depth advice and support on a range of areas, including benefits, housing, consumer issues and community care.

We are looking for a volunteer to work on our Telephone Helpline. This is a varied and rewarding role where no two days are the same and you will be helping clients and making a positive difference to their lives.

What will I be doing?

- Taking calls from Clients to establish their support needs.
- Answering queries.
- Giving information and signposting support to people who call us on our busy telephone helpline.

- Liaising closely with Information & Advice staff, seeking advice, guidance and support where required.
- Working as part of a team and with other Age UK Croydon staff and volunteers.
- Support the team in keeping up to date with changes to information on local services and activities.

Personal qualities and experiences

Our Information and Advice Volunteers are friendly, kind and patient. They are open-minded and can talk confidently in person to people whilst listening sympathetically to their issues. They do not judge or stereotype and are able to find solutions to enquiries.

They have a desire to make a difference and enjoy talking to people from different backgrounds. Good literacy and basic numeracy skills are required and a willingness to attend training and support sessions.

In return, you will:

- Have the knowledge that you are making a positive difference to people's lives.
- Have an induction and training relevant to your role.
- Be re-imbursed for any out-of-pocket expenses.
- Join a friendly team and be supported in your role.