

## Become a Volunteer Benefits Advisor

### Background

**Your Role:** Volunteers play an important role in helping Age UK East London support older people. They bring a variety of skills, experiences and perspectives which enhance our work and the support we can give to our communities. Without them we wouldn't be able to deliver such a range of services in order to make a difference to the people we work with. For many volunteers it provides an opportunity to develop new skills or build on existing experience and knowledge. Regardless of the motivation, what unites them is that they want to make a difference to the lives of local people in this challenging time. Many of our volunteers end up as employees of AUKE

<b>Where</b>	Advice Services in Hackney, Newham and Tower Hamlets
<b>Commitment</b>	<ul style="list-style-type: none"> <li>• Once DBS completed, minimum of 6 months but would ideally prefer more of a longer term commitment.</li> <li>• Interview (in person or MS Teams)</li> <li>• 1 - 2 days a week (half days included)</li> </ul>
<b>Purpose of Role</b>	<ul style="list-style-type: none"> <li>• To support our information and advice team to deliver a quality-assured information and advice service.</li> <li>• This could be having a meaningful conversation with a client while you support them to understand how their disability affects them as you complete an Attendance Allowance form.</li> <li>• It could be supporting people to apply for community transport, a Blue Badge online or secure parking permits for their carers.</li> <li>• It might be conducting a customer satisfaction survey.</li> <li>• It is important to provide low level assessment at every contact and identify 'causes for concerns' with their client and link/refer them to appropriate support services. Whatever you are doing, you will be supporting local people to live fulfilling and independent lives.</li> </ul>
<b>Support Provided</b>	<ul style="list-style-type: none"> <li>• Comprehensive safeguarding training and support throughout your journey.</li> <li>• Assistance with your DBS application process.</li> </ul>

	<ul style="list-style-type: none"> <li>• Regular supervision and guidance from experienced staff.</li> <li>• Access to peer group sessions to share experiences and grow together.</li> <li>• Opportunities for additional training and personal development.</li> </ul>
<b>Skills and attributes Required</b>	<ul style="list-style-type: none"> <li>• Strong communication skills in English, both written and spoken.</li> <li>• Comfortable using basic Microsoft Office tools.</li> <li>• A positive and approachable demeanor, with a passion for working with people.</li> <li>• Ability to stay organised and composed in a busy environment.</li> </ul>
<b>Benefits</b>	<ul style="list-style-type: none"> <li>• Making a Difference: Volunteering allows you to have a tangible impact on someone's life, particularly those in vulnerable situations. Helping older people can provide a strong sense of accomplishment and purpose.</li> <li>• Emotional Rewards</li> <li>• Intergenerational Connections</li> <li>• Learning and Skill Development</li> <li>• Enhancing Career Prospects</li> <li>• Building Empathy and Compassion</li> <li>• Giving Back to the Community</li> <li>• Social and celebration events</li> <li>• Exclusive invites to join and support community projects</li> <li>• Monthly volunteer newsletter</li> </ul>
<b>How to apply</b>	<p><b>Online</b></p> <ul style="list-style-type: none"> <li>• Apply through our <b>website</b>:  <a href="https://www.ageuk.org.uk/eastlondon/get-involved/volunteer2/application-form/">https://www.ageuk.org.uk/eastlondon/get-involved/volunteer2/application-form/</a></li> <li>• Contact us via email at <a href="mailto:volunteering@ageukeastlondon.org.uk">volunteering@ageukeastlondon.org.uk</a> or on 0208 981 7124</li> </ul> <p><b>In person:</b>  You can drop off your CV or leave your contact details at one of our offices below and the Volunteering team will be in touch with you.</p> <p><b>Tower Hamlets Head Office</b>  82 Russia Lane  London, E2 9LU</p> <p><b>Tower Hamlets Activities Centre</b>  Merchant Street Hub  Tower Hamlets Methodist Church  1 Merchant Street</p>

	<p>E3 4LY</p> <p><b>Newham Office</b> 655 Barking Road Plaistow, London, E13 9EX</p> <p><b>Hackney Office and Activities Centre (Marie Lloyd Day Centre)</b> 29 Queensbridge Road E8 3LA</p>
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### Volunteer Journey:

Embark on your volunteer journey with us in just a few simple steps:

Week 1	Application received
Week 2 - 3	<ul style="list-style-type: none"> <li>• Arrange an interview: Our Volunteering Manager will contact you to arrange interview, either in person or via MS Teams. This is a chance for us to find out more about you and for you to learn about the role.</li> <li>• Undertake Disclosure and Barring Service (DBS) check, we will arrange this for you. Once it's been processed, your DBS certificate will be posted to your home address.</li> <li>• Provide references: We will ask you to provide two references to support your application.</li> </ul>
Week 3 - 4	<ul style="list-style-type: none"> <li>• Complete online training: You'll need to complete some online training, including Adult Safeguarding and any other relevant courses for your role.</li> <li>• Induction plan: We will put together an induction plan to help you settle into your role.</li> </ul>
Week 4 – 8	<ul style="list-style-type: none"> <li>• Submit your DBS certificate: Once you receive your DBS certificate, please email a clear photo or scanned copy to our Volunteer Team. If you have any questions or need help with this, please get in touch with the Volunteer Team.</li> <li>•</li> <li>• Meet your project lead/supervisor: You'll be introduced to your project lead or supervisor, who will guide you through your role. They will provide you with an induction, explain your tasks, and answer any questions you may have. Your project lead/supervisor will continue to support you while you volunteer with us.</li> <li>•</li> </ul>
Ongoing	<ul style="list-style-type: none"> <li>• Get started in your role: You'll begin volunteering as outlined in your role description.</li> <li>• Monthly volunteer catch-ups: We offer monthly group sessions via MS Teams, led by the Volunteering Manager. These sessions are a space to meet other volunteers, ask questions, share experiences, and discuss any challenges.</li> <li>• Ongoing support: Your line manager and the Volunteering Team are always available if you need any support or have questions.</li> <li>• Take part in social and celebration events.</li> </ul>

## Do you have any questions

Feel free to reach out with any questions by email at [volunteering@ageukeastlondon.org.uk](mailto:volunteering@ageukeastlondon.org.uk) or on 02089817124 or pop into any of our offices (listed above) to chat with a member of our team.