

Information and Advice Volunteer

Role Type: Volunteer (Unpaid)

Reports to: Advocacy and Advice Services Manager

Direct Reports: N/A

Base: Home/Office Working

We are looking for a friendly, dynamic and patient person to support our Information and Advice service within Gwent, supporting people with a range of topics from welfare benefits to social signposting over the phone and on occasion face to face when pre-arranged appointments have been made.

You need to be a clear communicator and enjoy speaking and helping people.

Main duties and responsibilities

- Delivering high quality customer service.
- Helping to answer calls
- Assist Information and Advice team by providing information and advice to older people and their families.
- Accurate record keeping using computerised CRM system.
- Support with information and advice on:-
 - Income maximisation and welfare benefits
 - Social Care
 - Local Services
 - Tradespeople
 - Referring and or signposting to other services (run by Age Cymru Gwent or other organisations)

Essential Criteria

- To have knowledge of welfare benefits and experience of completing benefit forms
- Ability to treat all people with respect.
- Be a 'people person' and have a friendly attitude.
- IT literate and ability to learn new systems well.
- Understand the information needs of older people and the barriers that exist in meeting them.

Desirable Criteria

- Ability to think analytically and problem solve.
- Understanding of boundaries between Information & advice and Advocacy.

What you'll get

- An opportunity to gain new and relevant professional experience
- A chance to broaden your professional network
- Play an important part in supporting older people in Gwent
- Social opportunities to meet the diverse and friendly bunch who volunteer for ACG