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| **Role Title** | Information & Advice Volunteer |
| **Department** | Information & Advice |
| **Location** | Age UK HEY Office: 350 Preston Road, Hull, HU9 5HH |
| **Reporting to** | Information & Advice Team |

**Volunteer Role Description**

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| **Reasons to volunteer with Age UK Hull and East Yorkshire:**   * Opportunities to connect with like-minded people and make new friends within the Hull and East Yorkshire community. * The rewarding feeling of making a difference to the lives of older people in your local area. * Ongoing support and guidance from a dedicated line manager and a friendly, supportive team. * Volunteering can boost your mental health and well-being, keeping you active and engaged. * Stay informed with regular updates on the impact of your work and the latest news from Age UK Hull and East Yorkshire. |
| **Role Summary:**  Age UK HEY offers a free and confidential Information & Advice service for older people, their families, and carers. Clients are helped directly whenever possible, but if we are unable to help, we direct them to an organisation that can  We are looking for friendly, caring individuals to volunteer with our Information & Advice team at our office. This will include undertaking tasks such as completing benefit claim forms or grant applications  The Information & Advice service is operated Mon-Fri 9am-4pm. It is a flexible role; however, we recommend a minimum of 5 hours per week due to the time required to complete claim forms and associated administration tasks |
| **Main Duties:**   * Completing client benefit and grant claims after triage by an I&A advisor (supervised by the advisor, with all forms being checked before submission) * Contacting clients for a follow-up and to find out if their application has been successful * Discussing client issues with an advisor to progress/resolve client enquiries * Complete a client and activity records as required on our database * Send out letters and leaflets to clients * Maintain confidentiality * Follow Age UK HEY’s policies and guidelines relating to volunteering and information & advice * Inform us of any changes to your circumstances, which may affect your volunteering |
| **Training & supervision:**  Full training and support will be provided in addition to an induction session. Relevant information & advice training will be provided once in post |
| **Personal Qualities and Experience:**   * Friendly and approachable demeanour * Good communication skills * Understanding of issues older people may face * Reliable, trustworthy and committed * Comfortable communicating over the telephone * Good literacy and numeracy skills * Proficient in computer use * Previous experience providing information & advice or benefit advice would be beneficial but not essential |

**For further information about this role or to apply:**

**Email**: [volunteer@ageukhull.org.uk](mailto:volunteer@ageukhull.org.uk)

**Call**: 01482 324644

**Address**: Age UK Hull, Preston Road, Hull, HU9 5HH