

Age UK Norfolk provides information and advice on issues that affect older people, their families, carers and friends through their website, drop-in and telephone helpline.

Information and advice volunteers will call people back who have had initial contact with the helpline. The type of calls the volunteer will be allocated will be appropriate to their level of knowledge and experience. There will be the opportunity to deal with more complex calls as volunteers gain experience and undertake further training. The amount of training involved means this is a role that requires commitment.

Main Purpose

- To provide information and advice to older people, their carers, families and friends by telephone

Tasks

- To carry out research on the issue raised by the client
- To make calls, develop a full understanding of the issue and provide information
- To make a record on the database of the discussion with the client
- To follow up on actions agreed with the client
- To carry out tasks in accordance with Age UK Norfolk policies and practices

Skills

- Good listening skills
- Ability to clearly record information on the database
- Open minded and non judgemental
- Commitment to equal opportunities
- Problem solving skills
- Desire to help people
- Able to work well in a team

Availability and expenses

Flexible to suit the volunteer the helpline is open 10am - 4pm Monday to Friday. Expenses are paid.

Location

The Henderson Business Centre, 51 Ivy Road, Norwich, NR5 8BF

Training and DBS

Full training is provided both initially and on an ongoing basis. Volunteers will need to work through Age UK National online training programme and a workbook that it is expected will take six months to complete. This role is subject to a satisfactory DBS (criminal records) check.

Responsible to

Information and Advice support adviser. There will always be an experienced staff member available to give support.

Making Norfolk a great place to grow older

Making Age UK Norfolk a great place to volunteer

Registered as Age Concern Norfolk, Charity No: 1077097. Company No: 03783205 IDN642 3/17

