

## About Age UK Information and Advice

Age UK Norfolk offers information and advice (I&A) on a wide range of issues. This provides older people, their families, friends and carers with the facts to enable them to make choices and decisions. We do this by offering a free I&A telephone helpline, drop in and appointment services, legal advice sessions, talks and presentations as well as information through our website and by email.

## About the Role

### Main Purpose

- To provide information and advice to older people, their carers, families and friends by telephone and in person (as appropriate)

### Tasks

- To field client enquiries in person or by telephone
- To further discuss enquiries with clients to develop a broader understanding of their circumstances
- To identify and research information relevant to client enquiries
- To offer information in an accessible format that empowers clients to identify a suitable solution to their enquiries
- At the client's request only, to act on their behalf and represent their interests with third parties by letter, in person or by telephone (as appropriate)
- To offer information to clients about services or agencies that may assist them and to provide details of how they can be accessed

- To provide assistance to clients by completing forms (as appropriate)
- To accurately record details of actions taken in support of clients
- To follow up on actions agreed with the client
- To liaise closely with your supervisor, coordinator or team leader
- To carry out tasks in accordance with Age UK Norfolk policies and practices; in particular those relating to confidentiality, anti-discrimination and health and safety

### Skills

- Ability to take in and understand information that comes in from telephone calls, face-to-face conversations and documents
- Ability to write legible and accurate notes that record the actions taken in assisting clients
- Ability to identify problems and to provide appropriate options that meet the needs of clients
- Commitment to equal opportunities and awareness of the discriminatory practices that may affect older people

- Willingness to work according to Age UK Norfolk guidelines, standards and policies
- Ability to assist clients with filling in forms and writing letters (as appropriate)
- Ability to listen to others and to explain things clearly and in a personable way
- Willingness to learn new skills and to participate in training (as appropriate)
- Ability to deliver an open-minded and non-judgmental approach to clients
- Empathetic to the problems faced by older people and their carers
- Ability to work as part of a team

### **Skills Development**

Administration, Communication, Organisation

### **Availability**

Flexible hours as agreed with manager / coordinator.

### **Possible Locations**

Age UK Norfolk Head Office, 300 St Faith's Road, Old Catton, Norwich, Norfolk, NR6 7BJ  
Age UK Norfolk King's Lynn Shop, 100 High Street, King's Lynn, Norfolk, PE30 1BW  
Norwich & Norfolk University Hospital, Colney Lane, Norwich, Norfolk, NR4 7UY  
Riversdale Centre, Tanner Street, Thetford, Norfolk, IP24 2BQ

### **Mandatory Training**

Training is provided on Safeguarding Vulnerable Adults, Dementia Awareness and Equality & Diversity. Information & Advice volunteers are further required to attend role-specific training and an induction depending on their location.

### **Responsible to**

Information & Advice Coordinator

