
Introduction

As one of the largest voluntary sector organisations in the borough working with & for older people, Age UK Richmond upon Thames offers a wide range of services including information and advice, practical help around the home, educational, physical and social activities in our centres as well as in a variety of different venues across the borough. We welcome enthusiastic volunteers who want to share their skills and experience to volunteer with us.

Role Description

You will support the Advice Helpline team helping to provide telephone information and advice for older people in Richmond borough. We advise on a range of issues, from housing, money matters to finding a reputable local supplier. Where necessary we will signpost to other agencies and Age UK Richmond services. Training will be provided to develop the volunteers' skills, and the volunteer will work with supervision and support at all times. This could also suit someone looking to gain work experience. The Advice Helpline is open Mon-Fri 9am-5pm

Specific Responsibilities:

- Answering telephone enquiries
- Exploring the nature of the problem raised by the person and, where appropriate, their wider circumstances
- Presenting and discussing information with the user in an accessible form, enabling them to identify a suitable solution
- Where appropriate and at the user's request, to make enquiries on their behalf and represent their interests with third parties by telephone
- Informing people about services that may be available to them and how to access them, including Age UK services, and where appropriate referring people to other agencies and sources of help
- Identifying and sending out information and fact sheets as requested
- Maintaining case records
- Liaising closely with other advisers, seeking advice, guidance and support where required
- Participating in training sessions and meetings as necessary
- Carrying out tasks according to Age UK Richmond policies, in particular confidentiality, anti-discriminatory policies and health and safety

Person Specification Essential:

- A warm and friendly personality
- Confident, polite telephone skills
- Happy to be flexible
- Patience
- Ability to listen to others and to identify problems and solutions in order to meet the needs of clients
- Ability to explain things calmly and clearly without jargon or being patronising
- An open-minded approach to individuals, avoiding judgment and stereotyping
- Skills and willingness to work on the telephone with clients
- Liking for and strong empathy with older people
- Awareness of discriminatory practices and equal opportunity issues
- Ability to work as part of a team
- Willingness to attend training and other events

- Computer literate
- Reliability and trustworthiness

Normal hours and days of volunteering

A regular weekly commitment of 1-2 days would be desirable, to be agreed between the volunteer and Manager. This role is based in our Hampton head office.

If you are interested, please contact:

Kay Bascombe, Volunteer Co-ordinator

Age UK Richmond

The White House Community Centre

45 The Avenue

Hampton TW12 3RN

Tel: 020 3816 0029

Email: volunteering@ageukrichmond.org.uk