

Together, let's change, how we age.



Information & Advice Assistant Volunteer

As a brand partner of the wider Age UK network, we are proud to deliver a range of needs led services in the community to support older people to improve and sustain their quality of life.


What we do:

- At Home Support
- Financial Inclusion Services
- Health & Wellbeing Services
- Information & Advice
- Social Inclusion Activities & Events
- Volunteering Opportunities




Contact us

Herefordshire

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 contact@ageukwyvern.org

Malvern Hills | Worcester | Wychavon

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 info@ageukwyvern.org

Website

 www.ageukwyvern.org



Age UK Wyvern

Age UK Worcester, Malvern Hills & Hereford Localities, trading as Age UK Wyvern, is a registered charity (1114859) and company limited by guarantee, registered in England and Wales (05688674).

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Head office: Bank House, 7 Shaw Street, Worcester, WR1 3QQ.

Volunteer with Age UK Wyvern and help us support older people across Herefordshire & South Worcestershire.

Purpose of this voluntary role

Providing free and confidential Information & Advice, is a crucial part of what we do. We provide the facts that allow clients to make choices and decisions with reliable information, as well as allowing our clients to claim their entitlements and get the support they need with ease and comfort.

Main activities of the voluntary role

As an Information & Advice Assistant volunteer, you will help provide basic Information & Advice to our clients, as well as benefit check form filling.

Tasks include, but not limited to:

- Provide basic Information & Advice to clients by phone and/or in person
- Identify the needs of clients and refer them to the appropriate internal and external services by phone and/or in person
- Fill out initial benefit check forms
- Liaise with our Information & Advice Manager(s) and team

Experience

You do not need to have any prior experience for this role, but an understanding of GDPR and confidentiality is essential.

As an Information & Advice Assistant volunteer you should have:

- Good communication skills
- Empathy and patience
- A caring and polite attitude towards customer service
- The ability to work as an individual in a wider team

Benefits of volunteering with us

- Learn new skills and develop existing ones
- Develop your confidence and gain experience of the workplace
- Reimbursement of reasonable travel costs incurred
- Ongoing support and training where relevant
- Become part of our wider volunteer network to support our cause



**Make a
difference
today**

**Volunteer
for us**