

VOLUNTEER INFORMATION HUB ASSISTANT

VOLUNTEER ROLE DESCRIPTION

An exciting opportunity to be part of a new jointly run
Information Centre in central Hastings

Purpose of Role

To provide a front line point of contact for visitors and telephone enquiries on behalf of Age UK East Sussex and Care for The Carers.

Role of the volunteer

- Responsible for first point of contact face to face and taking initial telephone calls.
- Transfer callers where necessary to relevant area, service or person.
- To book appointments for clients with the I&A Advisers and log them onto the Charity Log database and email calendar systems.
- To provide carers with the opportunity to access CftC Gateway to book an appointment or speak to a Support Worker and be an Ambassador for CftC.
- Check answer phone messages daily and respond accordingly.
- Answer telephone enquiries giving basic information and signpost where necessary.
- Deal face to face with visitors to the hub, answer basic enquiries, signpost or refer when necessary to the appropriate team or partner.
- To record information accurately and fully as required.
- Deal with outgoing post and recording.
- To distribute and log hearing aid batteries.
- To support the Information & Advice Service with basic tasks where required.
- To assist with other administrative work e.g. updating information, filing, replenishing literature.

Skills and attributes needed

- An interest in working with and for the benefit of older people and carers.
- Sensitivity and understanding of the range of issues affecting older people and carers
- Good interpersonal skills
- Effective listening and communication skills
- Ability to use basic IT systems and update manual records
- Able to use or willingness to learn to use the internet and Microsoft Office 365
- Ability to work on own initiative and as part of a team
- Patience and empathy

- Trustworthy and reliable

As a volunteer we would ask you to

- Commit to a minimum of one session per week between 0850 to 1330 or 1320 to 1730 (approximate four hour session)
- Adhere to the Age UK East Sussex / CftC confidentiality and equal opportunities policies maintaining discretion and confidentiality at all times
- Be guided by your team leader
- Be courteous, smartly dressed, professional, reliable and conscientious in your commitment
- Participate in an annual supervision and periodic group meetings
- Give due notice when unable to attend
- Commit to general training and a twelve week National Certificate of Further Education distance learning course in Information, Advice and Guidance

As a volunteer we will offer you:

- An induction and initial training
- Ongoing training relevant to your role
- Regular support and supervision
- An opportunity to meet other volunteers socially and for training
- Reimbursement of out of pocket expenses
- Work experience and reference after six months' volunteering
- Appreciation of your time and commitment given to Age UK East Sussex

We place great value on our volunteers - who bring so much to our respective organisations. Their time, energy and commitment are recognised and greatly appreciated.

For more information please contact Marianne Colliard at Care for the Carers 01323 738390 or email info@cftc.org.uk