

AGE CONCERN WALTHAM FOREST

JOB DESCRIPTION: VOLUNTEER INFORMATION AND ADVICE WORKER

TITLE: VOLUNTEER INFORMATION AND ADVICE WORKER

RESPONSIBLE TO: LEADER, ADVOCACY & INFORMATION

BASED AT: ADVICE SESSION

HOURS: MINIMUM TWO PER WEEK

PURPOSE OF THE JOB

The Information and Advice Worker:-

***Will give information and advice face to face with public at an advice session, by telephone or home visit**

***Provide the client with information to enable the client to take steps to deal with the problem**

***Actively promote Age Concern Waltham Forest policies including its Equal Opportunities policy in all aspect of the work**

TASKS OF THE JOB

***Provide information and advice at the session(s) agreed with the Leader, Advocacy & Information.**

***Refer clients to other agencies if unable to supply information not available within ACWF system e.g those covering Health and Legal matters.**

***Carry out the necessary follow up work at the end of each session or soon after.**

***Respect and maintain client confidentiality in line with ACWF policy.**

***Attend the basic training to gain the minimum skills and knowledge in order to begin information and advice work.**

***Keep up to date on relevant changes in laws, policies, procedures and local issues.**

***Attend supervision and group meetings with the Leader, Advocacy and Information.**

***Maintain accurate records as required for the purpose of monitoring and evaluation of the service.**

***Attend further training according to individual need and the development of the Information and Advice Service.**

***To refer any client to the Leader, Advocacy and Information for further advice if required.**

SKILLS

***Ability to assimilate information by reading and listening.**

***Ability to write legible and intelligible notes, records, letters and forms.**

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***Have a clear and pleasant telephone manner.**

***To have an open-minded, non-judgmental approach when receiving clients and dealing with their concerns.**

***To be patient, understanding and willing to listen and hear the client.**

***To be aware of your own limits and capacities and those of the Information and Advice Service.**

***An ability to explain matters clearly.**

***An ability to work as part of a team.**