



VOLUNTEER ROLE DESCRIPTION FOR **Scams Awareness Events** **Support Volunteer**

Department: Housing

Role Location: Community

Role Support: You will be supported by the Project Coordinator

What is the purpose of this role?

To provide support to the Project Coordinator at Scams Awareness events that take place in Community venues across Nottingham City & County.

What impact does this role have?

Our Scams Awareness Events, provide vital information to older people on how to be more aware of different types of scams and how to avoid being scammed. The events also provide support to those who have been scammed or had a near miss. Providing support at these events will mean that you are directly liaising with people affected or at risk of being affected by scams and you will have the opportunity to potentially change their outcome.

What activities might you be involved in?

- Liaising with the Project Coordinator to put dates in the diary where you will jointly attend events in the community.
- Helping with the setting up and packing away at Scams Awareness events the Project Coordinator is attending.
- Welcoming people to the event.
- Supporting the Project Coordinator at events, manning an information stand, handing out leaflets, making a note of any queries from attendees (which will be answered by the Project Coordinator at a later date) and taking contact details for scams referrals.
- Volunteering in line with the Charity's policies and procedures and adhering to the Volunteer Code of Conduct

What are we looking for?

- Individuals with a genuine interest in the wellbeing of older people
- A cheerful, 'can-do' attitude
- Individuals who have excellent interpersonal skills.
- Individuals who maintain confidential communication where applicable.
- A passion for the work of Age UK Nottingham and Nottinghamshire
- Flexibility

- Individuals who can travel to events throughout Nottingham City & County either by car or by public transport.

When would you be needed to volunteer?

You will need to be able to commit to attending one Scams Awareness Event when required (which are often run on a Wednesday or Thursday during the day), but there may be occasional requirement to support an event taking place in the early evening.

What training will you be given?

You will be given all the training you need to enable you to carry out your role which will include a thorough departmental induction.

What can you gain from this opportunity?

- The chance to make a difference to older people's lives
- Ongoing support, ensuring your volunteering experience is a fulfilling and positive one
- A comprehensive training programme
- The opportunity to learn new skills
- Experience to add to your CV
- The opportunity to meet new people and make new friends
- Reimbursement of travel expenses as defined in the Age UK Notts Volunteer Handbook

Additional Information

Please note a Basic DBS check is required for this role which will be undertaken by the Charity at no cost to the volunteer, after being offered the role.