Volunteer Role Profile

Volunteer Role	**Information & Advice Community Outreach Volunteer**
Volunteer Manager	**Jacqui Skilton**
Where you will be based	**Office**

Why we want you

Age UK East Sussex is looking for community outreach volunteers to visit local community groups for people aged 55 and over. You will help raise awareness of the services we offer and support people with basic form filling.

This is a rewarding opportunity to meet new people, support your local community, and help individuals access the information and services they need. As part of our friendly team, you will attend local groups and community activities, offering information, guidance, and signposting to relevant services, support organisations, and community groups.

You may also help people complete a range of forms, including Attendance Allowance applications and other benefit-related paperwork, giving them the confidence and support they need to access available help.

In this role, you could be:

• Providing a warm, friendly, and welcoming experience for members of your local community. • Signposting people to relevant local services, activities, and sources of support. • Assisting individuals with completing forms, including Attendance Allowance and other benefit applications. • Offering straightforward information and guidance where appropriate.

We're looking for people who enjoy working as part of a team, meeting new people, and making a positive difference in their community.

You'll be a good listener with strong communication skills, a caring and empathetic approach, and a willingness to help others. Basic IT skills and record-keeping experience are helpful, and experience using the internet and Microsoft 365 would be an advantage. Don't worry if you're still learning though, as training and support will be provided.

This role would suit someone who enjoys meeting people, communicates clearly, is friendly and understanding, and is comfortable using basic IT systems. You should also be willing to learn how to use the internet and Microsoft 365 if you do not already have experience.

What you will be doing

- Visit local community groups and events
- Talk to people about the support and services available from Age UK East Sussex.
- Help people complete forms, including Attendance Allowance applications.
- Arrange appointments with Information & Advice Advisers when needed.
- Record information accurately and keep records up to date.
- Help with outgoing mail and maintain related records.
- Support the Information & Advice team with general administrative tasks.
- Update information and carry out other basic office duties as required.

The skills you need

- An interest in working with and for the benefit of older people
- Sensitivity and understanding of the range of issues affecting older people
- 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

What's in it for 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
- Appropriate insurance cover - to protect you whilst you are acting on behalf of Age UK East Sussex

Disclaimer

Age UK East Sussex reserves the right to review this role description from time to time to best suit the changing nature of the role in line with service needs. Any changes to this document will be made by mutual agreement.