

Advice Plymouth Information Assistant

Improving Lives Plymouth



Name:	Advice Plymouth Information Assistant
Organisation:	Improving Lives Plymouth
Location:	Ernest English House, Buckwell Street, Plymouth, Devon, PL1 2DA
Type:	Part Time We ask for a level of commitment for our volunteers and have a weekly rota. Many of our volunteers commit to more than one 4 hour session a week. We can be flexible to accommodate our volunteers other commitments.

Role Description

(18+) We are looking for committed volunteers to act face to face, as the first point of contact, for clients looking for information and advice on a variety of topics including benefits, debt and disability queries. This role supports the busy city center, Advice Plymouth drop in service

Volunteers will:

Act as first point of contact for clients in the Advice Plymouth Drop-in.

Determine nature of client's query and provide information to assist them in resolving their problem.

signpost and refer clients appropriately (both internally and externally)

Record appropriate information onto computer database including any requirements for action (full training given)

Organisation Description

Improving Lives Plymouth has been supporting people in Plymouth since 1907 with information, advice and practical support.

Our Charity's Vision

Supporting our service users to improve their quality of life.

Our Mission

To help individuals to shape their own solutions for a better quality of life by providing appropriate and accessible health and social care services.

To assist in the development of other voluntary and community organisations, particularly through enabling volunteering.

We have 8 service areas which are:

Volunteer Connections, Veterans Care Navigation Service, Sensory Solutions, Long-Term Conditions Self-Management, Information and Advice, Caring for Carers, Better Futures and Active for All

Visit <https://www.improvinglivesplymouth.org.uk/> to find out more about our services

When

	Mon	Tue	Wed	Thurs	Fri	Sat	Sun
Morning	✓	✓	✓	✓	✓	✗	✗
Afternoon	✓	✓	✓	✓	✓	✗	✗

	Mon	Tue	Wed	Thurs	Fri	Sat	Sun
Evening	✗	✗	✗	✗	✗	✗	✗

Cause / Interests

- Disability
- Elderly
- Families
- Homeless and Housing
- Human and Civil Rights
- Mental Health

Types of Activity

- Administration
- Advice, Information and Support
- General and Helping

Skills and Qualifications

Requirements

- Ability to conduct face to face assessment of clients needs.
- Willingness to learn and develop skills in main enquiry areas of Advice Plymouth and attend training
- Good communication skills and ability to work as part of a team
- Sensitivity to the needs of others and a respect for views, values and cultures that may be different to your own.
- Ability to record information using a computer
- Understanding of confidentiality

Benefits

Gain experience in offering face to face information

Improve communication skills

Computer and administration experience.

Enhance employability - customer service experience.

Support personal learning and development

Additional/Specific Suitabilities

Minimum Age:	18
Maximum Age:	NA
Disabled Access:	Yes
Wheelchair Access:	Yes
Expenses:	Yes
Restrictions:	NA
Induction:	Yes
Insurance Cover:	Yes
Special Needs:	Yes Special Needs Yes but will assess on an individual basis to ascertain whether we can provide appropriate support
Offer:	Yes
Training:	Yes - Full induction and training is provided

Other:

NA

Recruitment Method

- Application form
- Informal discussion
- References
- Trial Period
- Interview

Contact Information

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