|  |  |
| --- | --- |
| **Volunteer Role Description** | |
| Please **email applications to** [info@richmondaid.org.uk](mailto:info@richmondaid.org.uk) **or post to** Disability Action and Advice Centre, 4 Waldegrave Road, Teddington, TW11 8HT marking it **Volunteer Application**.  If you are interested in a volunteering opportunity, would like more information or forms sent out, contact Jessica Lawn on 020 8831 6411 or email [info@richmondaid.org.uk](mailto:info@richmondaid.org.uk) | |
| **Role** | Volunteer Advisor |
| **Role description** | To staff the Advice Service between 11am and 4pm, one day a week.  The role includes:   * Answering telephone enquiries and using a shared electronic calendar for appointments * Meeting clients in the office to help with their issues * To give information and advice on options for clients so that they can make informed decisions, and research options when needed * Recording client information electronically * Referring and signposting clients to other charities and services * To provide an open, confidential and professional service |
| **Benefits for the volunteer** | Richmond AID offers a friendly and supportive atmosphere, on-the-job training and the opportunity to learn new skills and meet new people. Our volunteers get full-time support from our team of staff and experienced volunteers and can expect a full induction to our organisation, training and regular supervision. |
| **Time commitment** | One day a week from 11am to 4pm at the Disability Action and Advice Centre. |
| **Skills & experience needed** | * Have a non-judgemental approach to problem solving * An interest in disability issues and advice * Effective communication skills verbally and written * Excellent listening skills * Good IT skills * Good time management * Able to display empathy whilst being people focused |
| **Other requirements** | Richmond AID will require a DBS (CRB) check for this role.  Volunteers are requested to provide 1 referee. |
| **Other information** | * Richmond AID will pay all or part of your expenses for meals and travel. * We have a fully accessible office, including disabled parking and accessible facilities. * Induction, training and support and supervision will be provided. * Volunteers are covered by insurance. * Richmond AID has a Volunteering Policy and a Volunteer Handbook. |