



## **Volunteer Role - Information Volunteer**

### **Purpose**

This volunteer opportunity is for a welcoming and organised person who is a good communicator with medium level IT skills. You will be the first point of contact for those contacting the LIC for support with welfare benefits, housing, health, social and specialist cultural support needs or general information.

### **Do you have?**

- Enthusiasm for engaging people to access help when needed?
- A warm, friendly, and empathetic outlook?
- Experience of working with people who need support?
- Medium level IT skills?
- Availability to volunteer during normal office hours?

### **Role**

The role of the Information Volunteer is to welcome people when they get in touch with the LIC. This could be by phone or in person at the London Irish Centre. The role includes:

Training on all our services, including our client database, will be provided!

### **Key tasks**

- Welcome those contacting the LIC and provide basic information.
- Provide appropriate information to people both electronically and in person.
- Redirect calls from people with more immediate or complex enquiries to Information and Advice colleagues, as well as enquiries for the wider organization.
- Complete basic registration and impact assessment forms with service users as appropriate.
- Book people in for appointments with LIC colleagues using our appointments calendar from telephone conversations, email enquiries and people dropping into the Centre.
- Respond to enquiry emails for basic information from our busy London Irish Centre mailbox.

### **Time commitment**

Normal weekday office hours; shifts 10am-1pm & 1-4pm

## **Location**

London Irish Centre, 50--52 Camden Square, London, NW1 9XB

## **Supported by**

Volunteer Manager > Information & Advice team

## **How to apply**

Registration completed via Better Impact. <http://btrr.im/6hva5>

## **Further Information**

- Out of pocket expenses' will be covered to pre agreed limits.
- If you would like to discuss this role further, please email **[volunteer@londonirishcentre.org](mailto:volunteer@londonirishcentre.org)**

## **WHAT HAPPENS AFTER YOU SUBMITT YOUR REGISTRATION FORM?**

Registration completed via Better Impact. <http://btrr.im/6hva5>

1. Registration reviewed by the team.
2. Induction Session / Training Sessions attended.
3. DBS check carried out if applicable.
4. Full access given to view available shifts via 'Better Impact' rota system.
5. Shadow shift/s

You are now ready to Volunteer!

**Note: Please do tell a friend about us...**

**If this role is not for you, but you have a friend, family member or past/present colleague who may be interested in this volunteer role, please do forward this volunteer role description to them. THANK YOU!**