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| **Volunteer Role Description** |
| Please **email applications to** 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  |
| **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
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| **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
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| **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.
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