



Volunteer role: Advice and Information

Purpose of role

To be the first point of contact for local residents seeking help on a wide range of issues.

Activities

- Answering telephone enquiries and responding to face-to-face visitors
- Undertaking an initial assessment and clarifying the individual's needs
- Signposting them to appropriate support
- Recording all activities on our database, ensuring accuracy and completion.

Skills and experience

- A good, clear and sympathetic telephone manner is essential
- Experience of handling enquiries in a busy office environment would be useful.

Continued...

Further information and to apply contact Bromley Well on **020 8315 1905**
volunteering@bromleywell.org.uk **www.bromleywell.org.uk**

 **@BromleyWell**

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Bromley Third Sector Enterprise

Funded by:



Bromley
Clinical Commissioning Group



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Training and support offered

Training is provided on the use of our database. Other training options may also be available to enable you to better understand people from the client groups we may be supporting. Regular support is provided from other staff/volunteers.

Commitment

Once training is completed, we ask for a commitment of at least 4 months, one day each week. The hours are 9am to 5pm, with one hour for lunch.

Benefits to volunteers

- Ongoing training and support
- The possibility of a reference for future employers
- A sense of wellbeing and satisfaction in the knowledge that you have improved someone else's day.

Want to find out more?

We'd love to hear from you, call 020 8315 1905 or email volunteering@bromleywell.org.uk to get started today!

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