

Arthritis UK

Volunteer Role Profile

Information Hub Volunteer

Time Commitment: Flexible, normally 4 to 6 hours a month

Staff Contact: Regional Officer

How you will make a difference

At Arthritis UK, we believe everyone should have the support and information they need to live well. Our Information Hubs support people, including people with arthritis, chronic pain, and MSK conditions by providing them with practical resources on wellbeing and signposting to services and other appropriate services. As an Information Hub Volunteer, you'll play a vital role in making a real difference to people with arthritis and MSK conditions.

What you will be doing

- Talking to members of the public in a friendly and enthusiastic manner to raise awareness of arthritis and services
- Attending information sharing events such as community involvement network groups and community attendance days
- Sharing appropriate publications and resources with people
- Answering general queries and signpost specific questions to the appropriate member of staff, resources or Helpline
- Ensure safeguarding procedures are followed.

Where you will be doing it

- Face to face session in community settings e.g. community halls, libraries, hospitals.

Who we are looking for

You don't need to be an expert, just passionate, reliable, and willing to learn!

- Personal experience of arthritis or another long-term condition
- Caring, sensitive, and empathetic to people from all backgrounds

- Good communication skills
- Ability to give constructive feedback
- Good IT skills with reliable internet access.
- Reliable and committed
- Willing to complete training and work as part of a team.
- 18 years or over.

What you will get in return

- Training and induction to prepare you for your role
- Access to ongoing training, resources and support
- Opportunities to connect and network with other volunteers
- Develop and enhance your skills
- Reimbursement of reasonable expenses
- Opportunity to make a difference to people with arthritis.

Important Information

is committed to protecting children, young people, and vulnerable adults from harm. As part of our recruitment process, we follow safer recruitment practices and carry out the necessary checks to ensure candidates are suitable to volunteer with these groups. Completion of safeguarding training will also be required at the start of your volunteering.

For this role, our safer recruitment procedures include:

- An informal chat to discuss the role, get to know you and understand your motivations for volunteering
- Two references
- Photo identification.

Ready to join us?

We'd love to hear from you!

Let's **make a difference together.**



End of document.