



**Job Title:** Support and Advocacy Volunteer

**Organization:** Age in Spain

**Location:** Spain (Remote)

## **Role Summary**

As a member of our Support and Advocacy Volunteer team at Age in Spain, you will provide essential support to older English-speaking residents in Spain. This role combines both **one-to-one support** – helping individuals navigate sometimes complex situations—and **collective advocacy**, working to promote the services of Age in Spain and improve broader community access to other services. You will offer direct assistance to individuals while also engaging with community organisations to promote and enhance support networks for older people.

## **Key Responsibilities**

### **Advocacy Support for Individuals**

- Provide direct, one-to-one support to older English-speaking residents.
- Handle complex cases referred by our Infoline team and determine appropriate assistance strategies.
- Establish clear agreements with customers outlining the scope of assistance.
- Research local resources and available support tailored to individual needs.
- Contact service providers on behalf of customers who are unable to do so.
- Work closely with fellow Advocates to identify the best solutions for clients.
- Liaise with trusted partners for specialised services, such as legal or healthcare advice.

### **Community and Collective Advocacy**

- Build and maintain relationships with local authorities, community organisations, and service providers.
- Promote Age in Spain's services by distributing materials and engaging with key community spaces, both physical and online
- Identify and create opportunities for partnerships and collaborations with local entities.
- Represent Age in Spain at community events, meetings, and forums to advocate for older English speakers.



- Share feedback and insights from the community with Age in Spain to enhance service development.
- Support and promote local outreach initiatives, workshops, and events.
- Engage in online advocacy efforts to broaden reach and impact.

### **Specialist Advocacy Opportunities**

- Utilise specialised knowledge and experience to enhance advocacy services.
- Assist clients in understanding complex medical conditions and healthcare-related matters.
- Support the potential expansion of specialist advocacy areas, including legal, social work, and healthcare support.
- Contribute to funding proposals aimed at securing resources for professional bilingual social workers to assist the advocacy team and customers.

### **Who We're Looking For**

- Comfortable communicating in both Spanish and English.
- Passionate about supporting older people and advocating for their needs.
- Strong communication and problem-solving skills.
- Ability to work independently while also collaborating within a team.
- Comfortable engaging with local authorities, service providers, and community organisations.
- Willing to dedicate time and effort to supporting older English speakers in Spain.