



## Volunteer Benefits Advocate

- Based:** Devon - we will agree an area you are willing to travel to and volunteer in
- Hours:** From a few hours a month up to one day a week
- Expenses:** Unpaid role, expenses/travel can be paid

All our Benefits Advocates play an integral role within our Information and Advice team and last year helped us to identify over £2.5 million in unclaimed welfare benefits entitlement for older people in the county. This money is life changing for our clients; improving quality of life and wellbeing, and supporting local services

We are looking for volunteers who are patient, sensitive and reliable, to assist older people to complete benefit forms such as Attendance Allowance. Appointments are usually in the older person's own home but can sometimes take place over the telephone. Full training and ongoing support are provided by our friendly and knowledgeable team.

Our volunteers will also raise awareness of and promote Age UK Devon services to clients, and record details of any other queries or concerns so that our Advisors can follow up with clients.

### Skills required for this role are:

- Ability to empathise with others.
- Good verbal and written communication skills.
- Understanding of confidentiality.
- Patience, sensitivity, and reliability.
- Ability to respond appropriately to different and sometimes difficult situations.
- Working as a team member, referring to other team members when appropriate.
- Ability to work unsupervised and manage appointments.
- Good computer skills.
- Knowledge of the Benefits System (training will be provided).

Age UK Devon 1  
Manaton Court  
Matford Business Park  
Exeter, Devon  
EX2 8PF  
t 0333 241 2340  
e [info@ageukdevon.org.uk](mailto:info@ageukdevon.org.uk)  
[www.ageuk.org.uk/devon](http://www.ageuk.org.uk/devon)



Age UK Devon's aim is to improve the lives of older people in Devon through delivering services and activities, promoting wellbeing and health, increase independence and access to local services as well as supporting families and carers - enabling people to get the most out of life.

Our volunteers donate their time to enable us to provide fantastic added value to our services and activities and bring a wealth of skills and knowledge to our organisation.

Our aim is to help you enjoy your role and to gain personal satisfaction on your volunteer journey with us – can you be the person we need to help us in supporting and making a positive difference to people in later life in the county?

If you would like an informal discussion about this role or have any queries, please contact Sarah Gunn – Advice and Wellbeing Manager at [info@ageukdevon.org.uk](mailto:info@ageukdevon.org.uk) or on 0333 241 2340.

Or if you would like to apply please visit [Age UK Devon](https://www.ageukdevon.org.uk) for more information on the role and how to apply.

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