



VOLUNTEER ROLE DESCRIPTION FOR Volunteer Welfare Benefits Advisors for Information, Signposting & Advice

Department: Information, Signposting and Advice

Role Location: Options of providing support via telephone or face to face from our office in The Meadows. Potential future expansion to further community locations and home visits.

Role Support: You will be supported by a member of the ISA Team.

What is the purpose of this role?

The Information & Advice (ISA) Service aims to provide advice on a range of subjects relevant to the needs of older people and to those who are caring for older friends, partners, and relatives. The service operates through the City and County of Nottinghamshire. Currently the advice we offer is provided over the telephone, face-to-face office appointments and home visits.

The role of the Volunteer Benefits Advisor is to complete a Welfare Benefits Check with clients and provide advice on potential benefits entitlements, and supporting older clients with long-term health conditions or disabilities to complete applications forms which could include new claims, upgrade, or renew claims for the following: Attendance Allowance, Personal Independence Payment, Disability Living Allowance, Carers Allowance, Blue Badge, Council Tax Support and Housing Benefit.

What impact does the role have?

This role provides vital support in helping ensure that people in later life are able to meet the extra costs involved in living with a long-term health condition or disability by claiming the benefits they are entitled to.

What activities might you be involved in?

- Providing Welfare Benefits Checks and Welfare Benefits advice, within the boundaries laid out by the Service Coordinator, by telephone or face to face office or home visits.
- Identifying signposting opportunities to further support service user.
- Assisting the Coordinator in meeting targets of the Service e.g. providing extra information about service users' needs for case studies, funding monitoring etc.

- Attending workshops, training, or events relevant to your role.
- Recording accurate case notes on our secure electronic database – this can be from our office or from a home computer with an Internet connection.
- Using an online benefits calculator tool to complete welfare benefits checks
- Volunteering in line with the Charity's policies and procedures and adhering to the Volunteer Code of Conduct

What are we looking for?

Essential

- A genuine interest in the wellbeing of older people and a calm, sensitive approach to providing advice to older people, their family, and carers.
- Ability to think holistically to best meet clients' needs and referring for follow up by the Volunteer Coordinator.
- Ability to treat customers with sensitivity and confidentiality.
- Previous experience of providing advice about benefit options.
- IT literacy and a willingness to input own client case notes on to the Charity's database, together with recording of the appropriate individual client consents.
- Ability to work to deadlines.
- Willing to attend one to one's support sessions, benefits training and volunteer meetings.
- Willing to volunteer within the guidelines of Age UK Notts' Volunteering policy and adhere to the Volunteer Code of Conduct.

Desirable (any of the following):

- Previous experience of working with older people.
- Previous experience of either working or volunteering in an advice role at CAB, Welfare Rights, Housing association or similar or to have worked in an advisory role for a statutory agency including DWP, Housing and Council Tax department, Adult Social Care department or a Housing Association.
- A sound knowledge of health and welfare benefits and claims processes (inc. Attendance Allowance, Disability Living Allowance, PIP) and ideally, experience of providing welfare benefits checks.
- Ability to accurately complete detailed forms.
- Ability to record information for reporting purposes, including writing case studies where applicable.
- Ability to work alone and using own initiative.

When would you be needed to volunteer?

The needs of the role and your availability (including days and times) can be discussed at interview. Ideally, we would like you to be available for a minimum of 3 hours each week.

What training will you be given?

You will be given all the training you need to enable you to carry out your role which will include a thorough departmental induction.

What can you gain from this opportunity?

- The chance to make a difference to the lives of older people.
- The opportunity to meet new people and make new friends.
- Ongoing support, ensuring your volunteering experience is a fulfilling and positive one.
- A comprehensive training programme.
- The opportunity to learn new skills.
- Experience to add to your CV.
- Reimbursement of out-of-pocket expenses as defined in Age UK Notts Volunteer Handbook

Additional Information

Please note an Enhanced DBS (Disclosure and Barring check) is required for this role which will be undertaken by the Charity at no cost to the volunteer, after being offered the role.