

Volunteer Role Description

Role Title: Form Filling Volunteer (Information & Advice)

Accountable to: Information & Advice Senior Team Leader & Information & Advice Officers

Based at: Age UK Coventry & Warwickshire, 7 Warwick Row, Coventry, CV1 1EX

Role Purpose:

The Information & Advice (I&A) service provides free, confidential & quality accredited advice and information to older people, on matters such as welfare benefits, housing & social care.

This role is primarily to support the I&A service help older people claim Attendance Allowance but may also include claims for other benefits & services (such as Blue Badge).

Attendance Allowance is a benefit for State Pension age people, who, due to their health have difficulty or require support with care at home. The form is quite lengthy, which can put people off claiming - as a result many miss out on vital extra income, which can make all the difference between just managing & living a full & independent life.

Main Tasks:

- Undertake telephone interviews with older people or their carers/family to understand their health and care needs (home visits can be an option where a volunteer is willing to travel)
- Complete Attendance Allowance (or other DWP/Local Authority) claim forms with clients
- Providing guidance to clients on 'next steps' to be taken after the completion of a claim form to progress their application
- Updating client records and liaising with I&A staff
- Diarising follow ups & calling clients for benefit decision outcomes

Skills & Competencies:

This role would particularly suit somebody with previous experience of completing complex forms or supporting individuals with health or care needs. For example, people who have worked in Social Care, DWP, NHS or students studying degrees such as social work or law.

- Strong literacy and basic numeracy skills
- Ability to explain things clearly, both verbally & written
- Attention to detail, with a methodical and orderly approach
- Non-judgemental, patient & empathetic
- Reliable and flexible approach to the role
- Good communication and interpersonal skills
- Ability to work within Age UK Coventry & Warwickshire policies and guidelines
- IT Skills

Additional Information:

- The form filling service is delivered Monday - Friday 9.30am – 4.30pm
- Full training and ongoing support will be provided
- If you visit an older person in their home:
 - You will need access to public/own transport. Mileage/travel costs will be reimbursed.
 - You need to be willing to undergo a DBS check

Volunteering Commitment:

- We ask for a minimum commitment of 4 hours per week (this can be split into 2 x 2hr sessions). Term time only can be accommodated
- You will be required to complete initial induction training, which will be a mix of face to face & online learning.
- Periodically we may also ask you attend team meetings, additional training or supervisions

Benefits – what this role could offer you:

- Make a real difference to the lives of older people in Coventry and Warwickshire.
- Become part of a friendly team
- Developing new skills to add to your CV