

Volunteer Support Worker for Specialist Welfare Rights Advisor (Macmillan project)

Job description

Job title: Support Worker

Location: Toynbee Hall/St Bartholomew's Hospital/Tribunal Centres

Reports to: Specialist Welfare Rights Advisor

Job purpose:

To provide one-to-one support with administrative duties, guiding and reading.

Responsibilities:

Administrative support

- Read client details from referral forms or the enquiries database to the Specialist Welfare Rights Advisor and make notes if required.
- Assist with reading welfare benefit letters and other relevant documents and make notes where required.
- Assist with completing benefit application forms and confirmation of advice letters.
- Assist in the preparation for and assist in attendance at meetings, briefings, conferences etc.
- Assist with reading internal resources and communications and with completing any hard copy documentation.
- Assist with any welfare benefit calculations where required by entering data into a calculator and reading back the result.
- Assist with using general office equipment.
- Deal with postal items (internal and external).

Guiding and one-to-one support

- General guiding within Toynbee Hall, e.g. guiding to where a client has been seated for an appointment.
- General guiding within St Bartholomew's Hospital, e.g. to visit patients on the Wards.
- Guiding in unfamiliar places; assisting with travel to/from locations off-site.
- Assist with (selection/carrying) where refreshments or meals are provided at events, e.g. training courses, meetings, conferences, etc.

- Identifying individuals at meetings, those speaking and those asking questions.

Additional responsibilities

- To follow agreed standards and procedures as determined by the Specialist Welfare Rights Advisor, Toynebee Hall and Macmillan Cancer Support.