

Volunteer Bereavement and Welfare Benefits Administration Assistant

Age UK Northumberland's (AUKN) mission is to promote the well being of people over the age of 50 in and around the County of Northumberland, helping to make life enjoyable and fulfilling through the provision of a range of Information, Advice and Advocacy Services, Health and Wellbeing support and Befriending Services.

This is a flexible role in terms of weekly working time, though we ask that our volunteers give at least half a day per week, this allows for the completion of 4 call and notes.

Anticipated Time Commitment:	Half or full day each week, Monday to Friday between 9am – 5pm.
Expenses:	Travel expenses, up to a maximum round trip of 20 miles, to the AUKN office, to attend meetings and attend training. Car parking costs where appropriate.
Location:	Home working / The Round House, Lintonville Parkway, NE63 9JZ
Responsible to:	Bereavement Officer and Information and Advice Team.

Purpose of Role:

To provide administration support to our Bereavement and Information and Advice teams, taking initial enquiries from clients, referring them into our systems, supporting with assessments, data entry and research.

Expected tasks:

- Contact clients to arrange support appointments
- Send out referral forms in the post
- Carry out Bereavement Support Assessments
- Conduct oneself with an empathetic approach, providing good listening skills
- Maintain a calm, friendly and helpful manner with service users, staff and other volunteers
- Be aware of client confidentiality and that of staff and other volunteers
- To be aware of the range of information resources available to the service and to clients

- To maintain accurate records of all calls conducted and support given on a computer database
- To comply with Age UK Northumberland's confidentiality, data protection, safeguarding policies and relevant data protection legislation
- To discuss any problems with Bereavement Officer or I&A Manager and inform them of any change in circumstances that may affect the volunteer's ability to participate on the project or when the volunteer no longer wishes to be involved, with as much notice as possible
- Scanning documents
- Writing cover letters
- Putting together relevant packs
- To be committed to equal opportunities and have an open-minded approach to individuals, avoiding judgement and stereotyping while demonstrating patience and support.

Personal Attributes

Applicants must:

- Possess a friendly and enthusiastic manner
- Have a flexible approach to work with the ability to work on own and as part of a team
- Possess good interpersonal skills and excellent telephone manner
- Be able to communicate effectively (written and verbal)
- Be able to use a computer
- Understand mental health and loss
- Good listening skills
- Have empathy for older people
- Have an understanding of the importance of maintaining confidentiality at all times
- Be interested in learning about Northumberland services and activities
- Be reliable, trustworthy, honest and committed to the volunteer role
- Possess GCSES or equivalent in Maths and English

Training provision: Training in the use of the computer record system will be provided along with ongoing personal development and support from the Bereavement and Information and Advice Officer.

All of these arrangements are binding in honour only and not intended to be legally binding. AUKN will seek a Disclosure & Barring Service criminal record check if relevant to the volunteer role.

Please contact Susan Chrisp, Volunteer Co-ordinator on 01670 784 800 if you would like to discuss the role further or email volunteers@ageuk-northumberland.org.uk