

Volunteer Role Description

ROLE: Carers Support Volunteer

ROLE PURPOSE: To support the work of the information and advice worker

ACCOUNTABLE TO: Information and Advice worker

DUTIES AND RESPONSIBILITIES

1. Enable unpaid Carer's to complete general benefit forms, i.e., Attendance Allowance, Carer's Allowance, Personal Independence Payment forms, Blue Badge, etc.
2. Complete benefit checks.
3. Carry out home visits as required.
4. General administrative duties.

The duties and responsibilities listed are intended as a summary and may be varied from time to time in consultation with the volunteer concerned.

The role description is intended to clarify the duties and responsibilities of the volunteer and is for the benefit of all concerned. It does not form the basis of a contract of employment.

SKILLS AND EXPERIENCE

Essential

1. Good telephone manner and ability to record detail.
2. Enjoy working with people.
3. Caring and understanding nature.
4. Punctual, reliable, and committed.
5. Ability to communicate well with older people.
6. Flexible

Desirable

1. Speak an Asian language.
2. A basic understanding and experience of the Welfare system.

Working Pattern: The number of days and hours will be negotiated between the volunteer and line manager/supervisor.

What we offer:

- The chance to be part of an exciting team who will support and develop you with on-going training.
- The opportunity to be involved with outings with our service users.
- The chance to make a real contribution to Age UK Leicester Shire and Rutland's work.
- Paid travel expenses.

A volunteer is someone who provides **unpaid** support to
Age UK Leicester Shire & Rutland