

## **Attendance Allowance Form Filler Volunteer Role Description**

### **Purpose of the role:**

Age UK Barnet Later Life Planning (LLP) Service provides information and advice to older people on matters such as welfare benefits, health and social care, housing and local services. The team is based at East Finchley and made up of a Later Life Planning Manager and two LLP advisers and approximately 10 LLP volunteers.

Helping older people to claim Attendance Allowance is one of the most important functions of an Age UK LLP Service. Attendance Allowance is a benefit that can be claimed by older people with health problems who require support and care at home to be able to remain living independently. The form is quite lengthy and to fill it in well you need a thorough understanding of how the benefit works. Because of this older people are either often put off claiming or do not receive the benefit even though their health problems would suggest they should be entitled to it.

In this volunteering role, you will be helping the LLP Service support older people to claim Attendance Allowance, which will help them to live independently.

### **What an Attendance Allowance form filler volunteer might do in this role:**

- Interviewing older people and their carers/family about their health and care needs
- Completing Attendance Allowance claim forms for clients
- Providing guidance to clients on 'next steps' to be taken after the completion of an Attendance Allowance claim form to progress their application
- Completing records of client interventions and liaising with key staff at Age UK Barnet's LLP Service
- You will also be responsible for arranging appointments to visit clients in their own homes and keeping Age UK Barnet's LLP Service informed of these arrangements.

### **Personal qualities and skills most suited to this role:**

This role would suit somebody with previous experience of completing complex forms or supporting individuals with complex needs. People who have previously worked in the public sector, for example the local council, the Department for Work and Pensions, the Health Service, the emergency services or in a regulated care setting, would be particularly suited to the role. Any potential volunteer will need to be able to demonstrate:



- strong literacy and basic numeracy skills
- the ability to understand written information and explain things clearly without using jargon or being patronising a commitment to ensuring that customers are provided with accurate, relevant and timely information and support
- the ability to write clear notes and records
- a methodical and orderly approach
- an open-minded approach to individuals, avoiding judgement and stereotyping while demonstrating patience and empathy

**Training:** You will also be required to attend training and supervision meetings at Age UK Barnet, Ann Owens Centre (or the Meritage Centre if this is more convenient to you). Full training and ongoing support will be provided.

**Location:** You will mainly visit clients in their own homes or complete forms at any of Age UK Barnet's offices (where convenient) at:

Ann Owens Centre, Oak Lane, East Finchley N2 8LT

Meritage Centre, Church End, Hendon NW4 4JT

Age UK Barnet retail shop, 75 High Street, Barnet EN5 5UR

**How much time is involved?** We ask that you provide at least one form filling session per week (approximately 2–3 hours). The amount of time spent volunteering is decided on an individual basis.

**What you can expect from us:** Age UK Barnet will cover agreed out of pocket expenses for volunteers (e.g. travel costs). We will also insure you for personal and public liability for the time you are volunteering with us providing what you do is risk assessed and agreed. We are happy to provide references for our volunteers.

We accept volunteers from all backgrounds and welcome applications from those with disabilities or health conditions.

**Responsible to:**

Jenny Jean-Charles, Later Life Planning Manager

Andrew Hoare and Zenda Green (Later Life Planning Advisers)

Age UK Barnet, Ann Owens Centre, Oak Lane, East Finchley N2 8JT

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