

LLP Administrator and Office & Home Visit 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 an LLP Manager, LLP Team Leader and one LLP adviser and approximately 14 LLP volunteers.

Helping older people to complete welfare benefit applications and other types of documentation (e.g. housing applications) is an important function of an Age UK LLP Service. Many older people struggle with such forms for several reasons – because of the complexity of the forms, issues related to failing health (poor sight, arthritis in their hands, struggling to concentrate etc.), because they do not have the IT skills to complete online applications. As a result, older people often do not receive money or services that they have a legal right or entitlement to.

What you might do in this role:

- Making a record of the voicemail messages left for the LLP Service
- Triaging and calling back clients who have left voicemail messages and logging the details onto Charitylog
- Photocopying, filing and shredding
- Word processing and inputting data
- Preparing information packs and materials for talks and presentations
- Ordering and re-stocking leaflets and information
- Completing forms and online applications* through face-to-face appointments with older people and their carers or family
- 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.

***Examples of applications**

Blue badge, Dial-a-Ride, Pension Credit, Carers Allowance, Universal Credit, Income Support, Housing Benefit, Employment and Support Allowance (ESA), Personal Independence Payment (PIP), Attendance Allowance

Personal qualities and skills most suited to this role:

- A methodical and orderly approach
- Experience of using a computer, in particular Word
- A good command of written and spoken English and good communication skills
- An excellent telephone manner, with ability to listen and speak clearly
- Patient, flexible and reliable
- Able to use own initiative and work as part of a team
- Understand the need for confidentiality
- A sense of humour
- Empathy

Training: You will also be required to attend training and supervision meetings at Age UK Barnet, Ann Owens Centre. 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

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

How much time is involved? This volunteering role can be done flexibly or on an ad-hoc 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 (LLP Manager) and Zenda Green (LLP Team Leader)

Andrew Hoare (LLP Adviser)

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