



ROLE DESCRIPTION

Information & Advice Volunteer (Form Filling)

Responsible to: I&A Service Manager
Time Commitment: Minimum of 4 hours per week.
Location: Stratford House, B12 0HT

About the Service

Our team of dedicated staff and volunteers provide free, confidential, and independent information on a wide range of subjects including welfare benefits, consumer problems and rights, housing options, health, care at home, residential care, family and personal matters and accessing local services.

We can help complete forms (e.g., Blue Badge, Housing/Council Tax Support etc.) make telephone calls and write letters if needed.

The service supports people over the age of 50 from across Birmingham and Sandwell. We are looking for reliable and confident volunteers with excellent communication and literacy skills to support this service and help older people to make the most of later life.

About the Role

Helping older people to complete welfare benefit applications and other types of documentation is an important function of the I&A Service. Many older people struggle with such forms for several reasons – because of the complexity of the forms, issues related to health or 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.

In this volunteer role you will assist older people to complete a range of different forms and online applications either face to face or over the telephone. Specific tasks include:

- To undertake Age UK Birmingham and Age UK Sandwell induction programme and additional relevant training where required
- Completing forms and online applications through face-to-face appointments with older people and their carers or family
- Providing guidance to clients on 'next steps' to be taken after the completion of a form or online application to enable a successful outcome



- Completing records of client interventions and liaising with key staff and volunteers at Age UK Birmingham and Sandwell.
- To attend team meetings/ supervision when required.

Personal qualities and skills most suited to this role

- Good listening and communication skills essential
- Patience and tact
- Strong literacy and basic numeracy skills
- Basic IT skills
- The ability to understand written information and explain things
- 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 caring, sympathetic, sensitive manner and a non-judgemental approach.
- Commitment to understanding the needs of people older people
- Reliable/dependable/flexible
- Understanding of confidentiality (working with Age UK Birmingham and Age UK Sandwell's policies and procedures).

Other Criteria

- Willing to undertake a DBS check

Time commitment

The service will predominantly be delivered during office hours, Mon-Friday 9am – 5pm
Due to the nature of the training involved for this role we require a minimum of 4 hours commitment per week.

Contact

0121 437 0033

volunteering@ageukbirmingham.org.uk

Or download an application form

<https://www.ageuk.org.uk/birmingham/get-involved/volunteer>