

**Location: Blackburn Central library or Darwen
Town Hall**

Role: Form Filling

What your responsibilities will be:

To provide assistance to older people or their carers with the completion of welfare benefits claims, blue disabled parking badges and other forms, either face to face or by telephone.

What you will need to be able to do:

- ✓ Assist older people or their carers, with the completion of forms, in particular welfare benefits claim forms, providing both guidance and actual practical assistance with the forms and any associated correspondence
- ✓ Identify any other issues the customer may need advice on and refer these back to a general advisor
- ✓ Liaise with other agencies on behalf of the customer, as relevant to the issue or benefits claim form
- ✓ Maintain clear and accurate records of all advice and information activity, using the service's paperwork/data base

How much training and how long it will take?

All volunteers are required to complete the following online training before they start volunteering: and to undertake ongoing training in their role

- Health & Safety in the Workplace
- Manual Handling
- Information Security
- Fire Safety Awareness
- Specialised Advice and Information training
- Safeguarding Awareness
- Dementia Awareness
- Equality & Diversity
- Working with display screen equipment

To complete the mandatory training takes approximately 4.5 hours over 3 weeks.

What qualities you will need:

- ✓ Honesty
- ✓ Reliability
- ✓ A clean and presentable appearance
- ✓ A pleasant, polite and confidential manner
- ✓ Good Listening and communications skills



Things you MUST agree to:

- ✓ Comply with Age UK Blackburn with Darwen policies at all times, especially those regarding Equal Opportunities, Health & Safety and Confidentiality
- ✓ Undertake required mandatory training, provided by the organisation to comply with current legislation
- ✓ Participate in volunteer reviews
- ✓ Keep your manager informed when you are unable to attend or of other things that affect your volunteering i.e: health conditions

Fundraising - As a local independent charity, fundraising is vital to the continuation of our local services for older people. There are lots of ways of supporting us through helping with bag packs or bucket collections, delivering posters, helping at events, undertaking sponsored activities, sharing our social media posts, donating to and buying from our Charity Shop in Darwen. All volunteers are asked to support us in this way.

Last reviewed September 2022

Next review due September 2023

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