

Age UK Bromsgrove, Redditch & Wyre Forest Volunteer

I&A Form Filling Volunteer

- Age UK BRWF's **Information & Advice Service** provides information, signposting, advice and practical support to older people and their carers. The team is run centrally from the charity's head office at 51 Windsor Street, Bromsgrove.



- This service assists clients across a wide range of enquiry areas including benefits, housing, social care and local support & services. Within the team there are currently 6 employed Information & Advice Officers who deliver the advice-level aspect of the service

Purpose of Role:

- This role involves helping clients to complete application forms for disability benefits via face-to-face appointments at the office. It is an interesting, varied, rewarding and sometimes challenging role
- Volunteers will report to the Information & Advice Service Manager

Role Location: Age UK BRWF, 51 Windsor Street, Bromsgrove, B60 2BJ

What Information & Signposting Volunteers do?

- Undertaking pre-booked appointments face-to-face with clients or their representatives
- Helping older people to complete official forms to claim disability benefits e.g. Attendance Allowance and Personal Independence Payment
- Supporting clients to express their difficulties with personal care and/or mobility in relation to the questions/eligibility criteria for claiming disability benefits
- Providing information and offering options to clients about services that may support them to meet needs expressed during the form-filling process
- Identifying Age UK guides and/or factsheets and other printed leaflets that are related to clients' enquiries
- Creating electronic records on Charitylog (web-based database)

Other General Requirements

- Liaise closely with the I&A Manager and other advisers, seeking advice guidance and support where required
- Develop a working knowledge of services and support available to older people both internally and externally
- Participate in training sessions and meetings as necessary
- Carry out tasks in accordance with Age UK BRWF's policies and procedures
- Support the Information & Advice Service to maintain a good relationship with members of the public and referral agencies

Personal qualities most suited to this role:

Any potential volunteer will need to have an awareness of the needs of older people and a commitment to promoting independence and inclusion in later life. They will also need to demonstrate the following:

- A positive and enthusiastic attitude
- A good standard of literacy and strong skills in written communication
- Evidence of customer service skills, including listening, communication and empathy
- Able to work confidently on own initiative and know when to seek help and support
- Willingness to participate in Age UK volunteer induction training and any other training deemed essential to the role

What is expected of me?

- A minimum commitment of 3 hours, one day per week
- **A Disclosure & Barring Service (DBS) check is required for this role**
- All staff (employees and volunteers), in their roles & working collaboratively, will be expected to pursue the aims and objectives of Age UK Bromsgrove, Redditch & Wyre Forest set out in the overall strategic plan for the Organisation
- All staff must work within the policies & guidelines adopted by the Organisation (see staff handbook)

What you can expect from us?

- We will make sure that you receive any appropriate training for the role
- We will reimburse out-of-pocket expenses for volunteers (e.g. travel costs) on completion of a monthly expenses claim - receipts will be required where appropriate

For further information please contact us on 01527 570490

Email: enquiries@ageukbrwf.org.uk Visit: www.ageuk.org.uk/brwf/

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