

Application Volunteer (Office based or Home Visiting)

Provides assistance to clients at their homes or in the office, with the completion of their application forms for various applications such as accessible transport eg:- blue badge forms, Attendance Allowance and other forms.

What an Applications Volunteer does:

- Prepares and assists with the completion of forms such as Blue Badge, Dial-A-Ride, Taxi-card, Freedom Pass & 60+ Oyster Cards, Attendance Allowance.
- Visits Clients at their homes or deals with clients at the office.
- Photocopying and collating documents relating to the application
- Basic record keeping and filing

Full training will be provided to all volunteers.

Personal qualities most suited to this role:

- A methodical and orderly approach
- Experience of using a computer and knowledge of Microsoft applications preferable
- Patient, discreet and sensitive
- Good communicator and listener
- Understands the need for confidentiality
- Reliable

How much time is involved?

2 - 4 hours per week on a dedicated weekday, during office hours between 9am and 4pm. Days and times within this are flexible as agreed with your supervisor.

You can stop volunteering at any time but please do let us know as soon as possible.

Expenses and Insurance:

We will cover agreed out-of-pocket expenses for volunteers (e.g. travel costs). We will also insure you for the time you are volunteering with us. **A DBS police check certificate will be required. We can help you obtain a free but compulsory DBS police Check.**

You will also be covered by our professional indemnity insurance.

Responsible to:

Designated Manager