



Attendance Allowance Support within our Help Team

The Help Team and their volunteers aid with many queries people can have as they age. They ensure people have access to information, are aware of their entitlements and also give guidance on any processes people must go through to receive these.

Attendance Allowance provides some financial help to those who need support, allowing them to remain comfortable and independent at home. To receive the allowance an application form must be submitted, which can be a challenging process. Having some assistance when filling in these forms can help make sure the application is completed correctly, giving the best chance of success.

If you are looking to help others and enjoy chatting with new people, this role could be great for you!

Role Overview:

This role will involve supporting clients to complete the Attendance Allowance form over the phone or in person. You will provide a safe, supportive space for the client to express their personal situation clearly, in order to present this information within their application. You will be given in-depth training on how to complete these forms and on how to best support your client throughout the process alongside regular check-ins with the team.

Requirements:

- Good communication skills are vital, as well as relaying this information.
- Listening carefully and intently is necessary to ensure your client's true situation is expressed.
- Able to provide a safe space for people to feel comfortable discussing their needs.
- Proficient writing skills are necessary, the form requires written responses which may need to be more detailed and in-depth.
- We also ask that you are able to commit to training for this role and are happy to have regular contact with the team throughout.
- An enhanced DBS check is required for this position, this will be arranged once you have committed to the role if you do not currently possess an in-date certificate.

Location:

Working from home or within the community. This role can benefit from meeting applicants within the community, but travel is not essential.

Time Requirement:

A few hours as often as possible.

If this role sounds like a good fit for you, please get in touch.

Email volunteering@ageukgloucestershire.org.uk or call 01452 422660 to chat to Gail Harrison about this role, organise your DBS check and set a date for your training.