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Benefits Support Volunteer

Location: Working with clients in their home or at a community setting.

Time requirement: 2-6 hours per week to fit around your existing commitments. Volunteer between Mon-Fri. 09:00-17:00

Why this matters: At Age UK Gloucestershire one of our priorities is to ensure people are claiming the support they are entitled to. Many older people miss out on financial assistance and practical support that could make a significant difference to their independence, wellbeing and quality of life.

Attendance allowance can provide financial help to people who need extra support at home, helping them remain independent and comfortable for longer. Blue Badges can help people remain active, independent and connected to their communities by making travel and access easier. Completing applications for either benefit can feel overwhelming, and many people benefit greatly from having support through the process.

Vision: By helping people access community benefits and support schemes, Benefits Support Volunteers enable older people to maintain their independence , reduce financial pressures and continue participating in everyday life and their local communities.

Role summary: As a Benefits Support Volunteer, you will support clients to complete applications for benefits such as Attendance Allowance and Blue Badges. Many clients find these forms challenging due to their length and the detailed information required. You will provide a safe, supportive space where clients can explain their personal circumstances, ensuring their needs and situation are accurately reflected within their application.

Your role:

You will:

- Help clients complete Attendance Allowance and Blue Badge application forms.
- Listen carefully to understand each client's individual circumstances and needs.
- Support clients to describe their situation clearly and accurately within applications.
- Explain information in a clear, simple and accessible way.
- Help people feel comfortable discussing personal matters.
- Complete written forms accurately and with appropriate detail.
- Maintain confidentiality and handle personal information with care and respect.
- Keep in regular contact with the team and attend training or support sessions as required.

Requirements: We are looking for people who:

- Can talk and listen well to others
- Can explain information in a clear and simple way
- Listen carefully so they can understand a person's situation and needs.
- Can help people feel safe, comfortable and supported when discussing personal matters.
- Can write clearly and complete forms with good attention to detail.
- Are able to travel and meet clients in their homes or at a community setting.
- Are happy to take part in training and learn new skills.
- Can keep in touch with the team and attend regular meetings or check-ins.
- Can treat personal information with care and respect.
- Are willing to have an enhanced DBS check. We will arrange this for you.

Please get in touch if this role is a good fit for your interests, skills and experience.

Email: volunteering@ageukgloucestershire.org.uk
Telephone: 01452 420948

Chat to Ruth about this or other volunteering roles that Age UK Gloucestershire has available.

To apply, complete the application form here