



Are you friendly and helpful?

Are you good at collating information?

Why not become a Benefits Outreach Volunteer and support older people to access benefit entitlements and obtain their rights

Main Tasks

- Keeping accurate records of contacts with clients, noting information given, choices discussed and action to be taken and by whom and report these to your coordinator
- Reporting any concerns or worries about the clients to your coordinator
- Signposting clients to approved agencies, charities and organisations
- Referring service users to other Age UK Hertfordshire services
- Supporting clients to help them gain access to benefit entitlements



Essential Criteria

- Good listening and interpersonal skills and the ability to communicate effectively with the client groups
- Ability to act in a confidential manner
- Ability to empathise with older people
- Ability to work independently
- A commitment to equal rights
- Reliable, over 18 years of age, and have a full driving licence with use of a car
- Willingness to learn new skills and to attend training
- Ability to follow policies and procedures

Desirable Criteria

- Knowledge of issues faced by older people
- Knowledge of benefits that older people in Hertfordshire could claim for

Hours

- Variable daytime on weekdays in agreement with Information & Advice Service Manager. Usually 1-3 hours per week

Location

- Community based



What will I receive

- Training provided by the Information & Advice Team, and our external partners, held on a regular basis
- References given - after successful volunteering time
- Knowledge that you have helped your local community
- Opportunity to use and further develop interpersonal skills
- Reasonable paid expenses
- The chance to meet new people and form friendships

Confidentiality - attention is drawn to the confidential aspects of this role and personal responsibility and liability under the *Data Protection Act 2018*. Matters of a confidential nature, including information relating to clients or staff, must not under any circumstances be divulged to any unauthorised person.

Health and Safety - the post holder is required to take reasonable care of their own health and safety and that of other people who may be affected by their acts or omissions at work and to ensure that statutory regulations, policies and codes of practice and departmental safety rules are adhered to.

Equality and Diversity Policy Statement - We believe that equality for all is a basic human right and actively oppose all forms of unlawful and unfair discrimination. We celebrate the diversity of society and are striving to promote and reflect that diversity within this organisation.

***Appointment of this position is subject to satisfactory references**

*** All volunteers should read and comply with the policies and procedures of Age UK Hertfordshire, and respect the confidentiality of clients and their rights to make their own decisions.**