

# Volunteer Role Description

<b>Title:</b>	<b>Welfare Benefits Volunteer</b>
<b>Overall purpose of role</b>	To help and assist clients aged 60 + maximize their income through a variety of Government , and, or Local Authority based Welfare Benefits
<b>Outline of activities</b>	<ul style="list-style-type: none"> <li>• Visit clients in their own home</li> <li>• Provide Benefit Advice</li> <li>• Help complete relevant benefit application forms</li> <li>• Signpost/Refer to other agencies or services</li> </ul>
<b>Personal qualities and experience</b>	<p>No formal experience needed as all necessary training will be given, but you will need to have:</p> <ul style="list-style-type: none"> <li>• A good standard of written and spoken English</li> <li>• IT skills</li> <li>• Empathy and an understanding of issues facing older people</li> <li>• Patience and sensitivity</li> <li>• Enthusiasm</li> <li>• Reliability</li> <li>• Good interpersonal skills</li> </ul>
<b>A commitment to the role</b>	<ul style="list-style-type: none"> <li>• We would like, a regular commitment of 4 hours a week for 12 months</li> <li>• Attend an annual review meeting with your Manager</li> <li>• Attend team meetings twice a year</li> <li>• Attend training relevant to this role</li> </ul>
<b>What can you expect from volunteering at Age UK Hillingdon</b>	<ul style="list-style-type: none"> <li>• Clearly defined voluntary role within the organisation.</li> <li>• Provide induction, information and training to enable you to carry out your role effectively.</li> <li>• Support your development within the role and your personal development by offering appropriate induction, training and feedback opportunities.</li> <li>• Provide you with the policies, procedures and standards of the organisation in relation to volunteers.</li> <li>• Provide an accessible complaints procedure.</li> <li>• Provide references where needed after 6 months volunteering</li> <li>• Out of pocket expenses</li> </ul>

<b>Still interested?</b>	Please contact Clare Lansdown on 0208 756 3062 or e-mail <a href="mailto:volunteering@ageukhillington.org.uk">volunteering@ageukhillington.org.uk</a> for further details
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***This role outline is binding in honors only, and is not intended to be legally binding***

**Age UK Hillingdon is committed to safeguarding and promoting the welfare of all older people and children within the London Borough of Hillingdon**