



Volunteer Information and Advice Worker

The past few years have been incredibly tough for older people, with the loss of Winter Fuel Payments and the ongoing Cost of Living Crisis leaving many struggling to make ends meet. Rising costs have forced some to choose between heating and eating, creating real hardship. Our work transforms lives by providing life-changing advice and practical support to those in crisis, ensuring they can access the benefits and assistance they desperately need.

So far this financial year our Information & Advice Team have helped increase the annual income of older people in the Age UK Kent Rivers' area by over £1 million!

We are looking for a compassionate and confident volunteer to support older people with form filling and benefit applications. In this role, you will provide information and advice, helping clients navigate the paperwork required to access financial support and services.

Key responsibilities include:

- Assisting clients with completing forms and benefit applications
- Providing information and guidance on available support
- Carrying out basic administrative tasks, such as sending Customer Satisfaction Forms and letters
- Communicating confidently over the phone and in person
- Visiting clients at home when necessary or assisting them in our offices
- The ideal volunteer will be patient, organised, and comfortable handling sensitive information

What you will get out of it:

- Full training and supervision provided
- DBS certificate provided
- Travel expenses paid
- It's a great way to make a real difference to someone's life
- You'll be giving something to your community
- You get to be part of Age UK Kent Rivers' volunteer team

If you're looking to make a real difference in the lives of older people, we'd love to hear from you!

[Complete our Volunteer Enquiry Form here](#)

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