

The Age UK Norfolk benefit outreach team help boost the income of older people so they can afford the care and support they need to remain independent. In the year to March 2020 Age UK Norfolk helped people claim over four and a half million pounds in benefits.

Benefit outreach volunteers visit older people in their own homes and help them to complete forms for attendance allowance and the blue badge parking permits.

Main Purpose

- To help older people to fill in forms for attendance allowance and blue badge parking permit

Tasks

- To make appointments with clients, visiting them in their own homes to complete the form
- To screen for further benefit eligibility during the appointment
- To refer clients to other services that could be of help, referring them back to the advice team for ongoing work, if required
- To carry out tasks in accordance with Age UK Norfolk policies and procedures.

Skills

- Ability to process information from telephone calls, face-to-face conversations, and documents
- Ability to write legible and accurate notes
- Commitment to equal opportunities and awareness of the discrimination that older people may face
- Empathy with the problems faced by older people and their carers
- Ability to explain complex information clearly in the clients desired format
- Problem solving
- Ability to work on own initiative
- Welfare Benefits knowledge (desirable)

A satisfactory DBS (criminal records) check is needed for this role.

Support

Ongoing support is provided by Benefit Outreach Coordinators

Availability

Flexible hours between 9 am and 5 pm Monday to Friday

Training and expenses

Full training is provided including shadowing sessions and twice-yearly group updates. Expenses are paid.

Making Norfolk a great place to grow older

Making Age UK Norfolk a great place to volunteer

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