

About Age UK Norfolk's Information & Advice Service

The Age UK Norfolk's Welfare Benefit team help boost the income of older people so they can afford the care and support they require to remain independent. In the year to March 2020 Age UK Norfolk helped people claim £4,655,170 in benefits. Blue Badge Volunteers can help older people to complete forms for blue badge parking permits either via telephone or video call This can be extremely valuable to an older person as having a Blue Badge can give them their freedom and independence.

About the Volunteer Role

Main Purpose

- To help older people to fill in forms for a blue badge parking permit

Tasks

- To make client appointments and help them complete the form
- 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 relevant 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.

Responsible to

Ongoing support is provided by Welfare Benefit Coordinators

Availability

Flexible hours between Monday to Friday 9 am and 5 pm

Training & Expenses

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

Expenses are paid.

