

About Age UK Norfolk's Lasting Power of Attorney Service

Age UK Norfolk's Lasting Power of Attorney (LPA) advisory service provides information, advice and practical assistance in completing and registering an LPA. Volunteers visit clients' homes and can help them to complete the necessary paper work

About the Volunteer Role

Main Purpose

- To support and enable older people and their families to set up a Lasting Power of Attorney

Tasks

- To arrange appointments with clients and visit them in their homes to help complete the forms for Lasting Power of Attorney
- To inform clients about services that may help them and provide details of how to access them
- To offer information in an accessible format that empowers the client to identify a suitable solution
- To carry out tasks in accordance with Age UK Norfolk policies and practices

Skills, experience and abilities

- Ability to process information from telephone calls, face-to-face conversations and documents
- Ability to write legible and accurate notes that record the actions taken
- Ability to identify problems and to provide appropriate options
- Commitment to equal opportunities and awareness of the discrimination that older people may face
- Ability to assist clients with filling in forms and writing letters (as appropriate)
- Ability to listen to others and to explain things clearly
- Ability to deliver an open-minded and non-judgmental approach to clients

Availability

Flexible between 9 AM and 5 PM Monday to Friday

Training and expenses

Full training is provided. Travel expenses are refunded.

Responsible to and supported by the

Information and Advice Manager

DBS

A satisfactory DBS check is required for this role.

