

Volunteer Disability Benefit Adviser

Project: Information and Advice

Time requirement: Minimum of 4 hours per week

Location: The Bradbury Centre or within a customer's home where appropriate

Accountability: Information, Advice and Campaigns Manager

Required training: Full training and on-going support will be provided.

DBS: DBS will be required if visiting within a customer's home unsupervised

Purpose of the role:

Age UK *North Tyneside* Information and Advice (I&A) service provides information and advice to older people on matters such as welfare benefits, health and social care, housing and local services. The team is based in the Bradbury Centre, North Shields between 9:30am and 3:30pm, and appointments in customers' homes where necessary.

Supporting someone to secure a disability benefit that can be claimed by older people with health problems who require support and care at home to be able to remain living independently is one of the most important functions of an Age UK I&A service. The form is quite lengthy and to fill it in well you need a thorough understanding of how the benefit works. Because of this older people are either often put off claiming or do not receive the benefit even though their health problems would suggest they should be entitled to it.

In this volunteering role, you will be helping the I&A service support older people to claim Attendance Allowance, which will help them to live independently.

Duties of the volunteer:

- Interviewing older people and their carers or family about their health and care needs
- Completing Attendance Allowance claim forms for clients
- Providing guidance to clients on 'next steps' to be taken after the completion of an Attendance Allowance claim form to progress their application
- Completing records of client interventions and liaising with key staff at Age UK North Tyneside I&A service
- You may also be responsible for arranging appointments to visit clients in their own homes and keeping Age UK Tyneside I&A service informed of these arrangements.

Skills that are required/desirable:

This role would suit somebody with previous experience of completing complex forms or supporting individuals with complex needs. People who have previously worked in the public sector, for example the local council, the Department for Work and Pensions, the Health Service, the emergency services or in a regulated care setting, would be particularly suited to the role. Any potential volunteer will need to be able to demonstrate:

- strong literacy and basic numeracy skills
- Computer literacy
- the ability to understand written information and explain things clearly without using jargon
- a commitment to ensuring that customers are provided with accurate, relevant and timely information and support
- the ability to write clear notes and records
- a methodical and orderly approach
- an open-minded approach to individuals, avoiding judgement and stereotyping while demonstrating patience and empathy
- a willingness to attend training and support sessions and provide at least one form filling session per week (approximately 2–3 hours).

If you are completing the form in an older person's home:

- you will probably need your own transport and your mileage will be reimbursed
- you will need to be willing to undergo a DBS check if working in clients' homes.

Age UK North Tyneside

Bradbury Centre, 13 Saville Street West, North Shields NE29 6QP

Tel (0191) 2877011

Email HRTeam@ageuknorthtyneside.org.uk

Website www.ageuk.org.uk/northtyneside