

### **Mission Statement**

*Age UK Plymouth exists to care for and work with older people and their carers in and around the City of Plymouth to improve their quality of life through the promotion of choice, opportunity and independence.*

### **Welfare Benefits Volunteer**

Many older people struggle financially because they do not maximise their incomes by claiming the welfare benefits to which they are entitled. At Age UK Plymouth we help older people to claim their welfare rights by sending trained volunteer advisors to their homes to establish entitlements and to help them through the process of claiming, filling in the forms on their behalf.

Delivery of this role could include home visits and over the telephone, depending on the needs of the client.

### **What skills does a Welfare Benefits Volunteer need?**

A welfare Benefits Advisor volunteer needs:

- Empathy with older people
- Patience
- A professional approach to the client
- A friendly, approachable manner
- Attention to detail
- Good record-keeping skills
- A non-judgemental approach
- Willingness to learn about older people's benefits

If you feel you have, or could develop with training and support, the above skills we would welcome your application. If you feel unsure and would like to ask any questions, then please call us on 01752 256020 and ask for the Information and Advice team.

### **What training do we provide?**

Successful applicants would need to undergo a series of training sessions regarding the needs of older people and welfare benefits. These sessions are mostly delivered via e-learning and can therefore be completed remotely. At the end of the initial training, you will be "buddied" with an experienced volunteer or staff member, first as an observer and later as an advisor until you have the knowledge and confidence to undertake one-to-one sessions.

**Age UK Plymouth is registered as Plymouth Age Concern a registered charity No 281820 and company limited by guarantee. Registered in England and Wales No 1499927.  
Registered Office: William and Patricia Venton Centre, Astor Drive, Mount Gould, Plymouth, Devon, England. PL4 9RD**

### **How much time do we expect you to give?**

Once trained, we would ask that you commit to at least 4 hours per week. From time to time it may be useful to attend team meetings and additional training days to keep up to date with new legislation. Flexible roles available.

### **What is our commitment to you?**

- We will provide initial and ongoing training to help you develop your knowledge and skills.
- We will continue to support you in your role, providing information and advice as necessary.
- We will discuss with you any problems you may have with your role.
- We will discuss with you any concerns we may have about the way you carry out your role.
- We will reimburse reasonable, approved out of pocket expenses.

### **What is the next step?**

Complete and return the volunteer application form with the names of 2 referees, to Age UK Plymouth. Application forms will then be used to select suitable applicants to interview.