

Administrative Volunteer for the Welfare Benefits Service

Introduction

Age UK Richmond upon Thames offers a wide range of services for older people in the Borough, including social centres, handyperson service, outreach services, information and advice, quality monitoring and welfare benefit checks. All our services welcome the opportunity to include volunteers and to make the best use of their skills and commitment.

Role Description and main duties:

Our Welfare Benefits Advice Service enables people over 60 to claim the benefits and grants they are entitled to. Our specialist advisors assist people over the phone or meet them at home or in the office. They carry out a full benefit entitlement check and complete the forms. The team helps residents in Richmond borough claim about £1.5m of benefits and grants per year.

The role of the administrative volunteer will range from making follow up phone calls, to general office tasks such as database updating and filing.

Specific Responsibilities:

- To make calls to older people who have received a welfare benefits check from us to find out the outcome of subsequent applications.
- To respond to emails and queries
- To quality monitor the service by making phone calls to clients and asking a number of set questions.
- To record the outcome on our database "Charitylog".
- To help with other areas of admin for the service, when needed, such as filing and photocopying.
- Attend any further training as may be required.

Person Specification

- The ability to work on your own and as part of a team.
- A liking for and empathy with older people.
- A polite and patient phone manner.
- Good computer skills.
- Methodical and well organised.
- An understanding of the issues of isolation and older people.
- Reliability and trustworthiness.

Normal hours and days of work:

To be agreed between the volunteer and I & A Manager

If you are interested please contact:

Natalee White, Volunteer Recruitment Co-ordinator

Age UK Richmond

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