

ROLE DESCRIPTION

Information & Advice Volunteer (Form Filling)

Responsible to:	I&A Service Manager
Location:	Various Locations in Sandwell (timetable further down) comprising of home-visits, over the phone, and on-site appointments.
Days/Hours:	Office Based - Monday and Tuesday Mornings Home-visits/telephone – Monday to Friday 9:30 – 3:30
Time Commitment:	Regular/Longer-term is preferred because of the training involved and the nature of the role

We are looking for a reliable, confident volunteer with strong communication, literacy and digital skills to help older people access the support they need.

About the Service

Our Information & Advice team (I&A) provides free, confidential and independent support to people aged 50+ across Birmingham and Sandwell. We cover benefits, housing, health and care, consumer rights and local services.

We also help with forms, phone calls and letters, including Blue Badge, housing and Council Tax support, Attendance Allowance, Personal Independence Payment and Universal Credit applications. Most applications are online, so basic digital support may include helping a client create an email address or use a MySandwell account.

About the Role

As a volunteer, you will help older people complete welfare benefit applications, online application forms, and other documents in person, by telephone or during a home visit. Your clear and accurate support can help clients overcome complex forms, health barriers or limited digital skills.

Task may include:

- Help clients complete paper and online forms accurately.
- Explain practical next steps within the boundaries of your training and role.
- Support appointments at our offices and outreach venues, by telephone, and in clients' homes.
- Data entry to ensure clear and accurate records of client contact
- Work closely with staff and other volunteers

Personal qualities and skills most suited to this role

This would suit somebody with experience in health and social care, teaching, advice, administration within a similar field. This background would be helpful but is not essential to volunteer in this role.

Due to the nature of this role, access to a car or vehicle is a must.

Skills and experience preferred:

- Strong spoken and written English, with good literacy and basic numeracy (essential)
- Good administrative and digital skills, including confidence using online forms (essential)
- Confident user of IT systems and digitally comfortable ((essential))
- Clear handwriting and the ability to write for sustained periods
- Ability to understand written information and explain it clearly
- Accurate, organised and committed to providing timely support
- Patient, tactful, caring and non-judgemental
- An understanding of older people's needs.
- Reliable, dependable and flexible
- Good understanding of confidentiality and the importance of following policies and procedures.

Training

Initial training:

- CORE volunteer training – via booklet as part of registration
- GDPR and Data Protection – in person at head office
- Information & Advice lone-working procedures – when in post
- Form-filling training – when in post

When in post, training takes place with staff in the office and outreach settings before independent duties begin.

Ongoing development:

You will have the opportunity to work towards a Level 2 qualification in Information, Advice or Guidance while volunteering.

You will also have access to optional adviser training over approximately 12 months. This does not guarantee employment, but it provides valuable skills and experience should the main goal for volunteering be open up employment opportunities.

Working Safely

The service completes a risk assessment before every client home visit. Volunteers must use the lone-working app and follow all agreed safeguarding, confidentiality and safety procedures.

DBS

This role will require a DBS check to be completed. We will seek your permission before applying for the check which is usually carried out during the registration process.

Timetable

Support provided with welfare benefits, housing, social care, blue badges and consumer issues by expert advisers

Monday (outreach)	Tuesday (outreach)	Wednesday	Thursday (outreach)	Friday
Wesley Church, High Street, West Bromwich. 10.00 till 1.00 – weekly drop in	Glebe Fields, Tipton, 9.30 till 12.30 – weekly drop in	Via phone or email 9.30 – 3.30 pm	Cradley Heath Salvation Army community centre 10.00 till 1.00 - weekly	Via phone or email 9.30 – 3.30 pm
Blackheath Library Rowley Regis 9.30 till 12.30 - Fortnightly	Council House Smethwick 9.30 till 12.30 – weekly drop in			
Oldbury Library – Fortnightly 9.30 till 12.30				
Wednesbury Library – Fortnightly 9.30 till 12.30				
We are seeking reliable, confident volunteers with strong communication and literacy skills to help older people to complete <u>home-visits</u> and over <u>the phone</u> appointments. Support in our surgeries above will also be required for training to begin with and ad-hoc once settled.				

Map of Locations

[Click here for Google Map](#)

Contact

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Or apply online by [CLICKING HERE](#)