

Form Filler Information & Advice Service

Purpose

Age UK Waltham Forest 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.

Due to increasing demand we are expanding the Form Filler service to include home visits. Helping older people to fill in forms to claim Attendance Allowance, Independence Payments and apply for blue badges are one of the most important functions of our I&A service.

Benefits such as Attendance Allowance can be claimed by older people with health problems who require support and care at home, so that they can continue to live independently. Due to the length and detail of forms such as these, our service users often need a helping hand to fill them in and understand what they are entitled to.

This volunteering role will make a significant impact to those that you visit, as an extra income often enables our service users to live more independently and manage a lot better than before.

Project Manager: Information, Advice and Signposting Officer

Time Commitment: 3 hours per week (or multiples of 3 hours) for a minimum of 6 months

Based at: You will visit clients in their own homes. You will also be required to attend training and supervision meetings at Age UK Waltham Forest office in Chingford.

Main Tasks of the Role

- Visiting service users in their own home.
- Interviewing older people and their carers or family about their health and care needs.
- Completing Attendance Allowance claim forms for service users.
- Providing guidance to service users on 'next steps' to be taken after the completion of a form.
- Completing records of client interventions and liaising with the Information, Advice and Signposting Officer.

What we expect from our volunteers

- For you to be committed and reliable.
- For you to be aware of Health and Safety issues at all times.
- For you to work within Age UK Waltham Forest's Equal Opportunities Policy and Confidentiality Policy.
- For you to attend a one-off induction.

What the volunteer can expect from us

- You will receive an induction to the organisation and to your role.
- You will be provided with training and on going support.
- We will provide out of pocket expenses for travelling to visits.

DBS checks are required for Volunteer roles for one-to-one work with older people. We will arrange this for you and you will not incur any costs.