

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.

The service is delivered from the office in *Chingford* between *9am and 5pm Tuesday, Wednesday and Thursday* and appointments in clients' homes where necessary.

Helping older people to fill in forms to claim Attendance Allowance, apply for blue badges or Personal Independence Payments are one of the most important functions of an Age UK I&A service.

Benefits, such as Attendance Allowance that can be claimed by older people with health problems who require support and care at home to be able to remain living independently, the form for this 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 benefits which will help them to live independently.

Project Manager: Information and Advice Manager

Time Commitment: 3- 4 hours per week for a minimum of 6 months

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

Main Tasks of the Role

- 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 Information, Advice and Signposting Officer;
- You may also be responsible for arranging appointments to visit clients in their own homes and keeping Age UK *Waltham Forest* I&A service informed of these arrangements.

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 support

DBS (formerly CRB) 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.

**Age UK Waltham Forest, Waltham Forest Resource Hub (North),
58 Hall Lane, Chingford, E4 8EU**

Tel 0208 558 5512 email info@ageukwalthamforest.org.uk www.ageukwalthamforest.org.uk

Outcomes Collector 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.

The service is delivered from the office in Chingford between 9am and 5pm Tuesday, Wednesday and Thursday and appointments in clients' homes where necessary.

Helping older people to complete welfare benefit applications and other documentation is an important function of an Age UK I&A service. Finding out the results of this work is important because it can help the client attract further support and assistance; help us demonstrate our work and show funders the value we provide to local older people; and help the organisation plan further services and support to older people.

In this volunteering role, you will be helping the I&A service to establish the results of the work and outcomes of the service. It will involve making contact with older people. This may be done by letter, online or using a telephone survey.

Project Manager: Information and Advice Manager

Time Commitment: 3 – 4 hours per week for a minimum of 6 months

Based at: Age UK Waltham Forest office in Chingford.

Main Tasks of the Role

- Making contact with recent Age UK Waltham Forest clients, who have been in receipt of an I&A service (by phone, letter or email);
- Assisting them to complete an outcomes questionnaire;
- Collating the results.

Previous experience and role requirements

No specific previous experience or qualifications are required as training and on-going support will be provided, but this role may suit someone who has previously worked in a customerfacing role and enjoys talking to older people. You will need to be able to demonstrate:

- excellent communication skills;
- literacy and IT skills;
- a methodical and orderly approach;
- an open-minded approach to individuals.

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 support

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Telephone Helpline Receptionist Information & Advice Service

Purpose

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The service is delivered from the office in Chingford between 9am and 5pm Tuesday, Wednesday and Thursday and appointments in clients' homes where necessary.

This role involves being the first point of contact for Age UK Waltham Forest's Telephone Helpline and is a crucial part of the organisation – dealing with telephone enquiries, people calling to book appointment at the office.

Project Manager: Information and Advice Manager

Time Commitment: 3 – 4 hours per week for a minimum of 6 months

Based at: Age UK Waltham Forest office in Chingford.

Main Tasks of the Role

- Answering the phone and dealing with basic enquiries or passing calls on to the relevant worker;
- Booking appointments for other Information and Advice Volunteers (such as form fillers, Welfare Benefit Checkers etc);
- Giving basic information, signposting or referring on to the I&A or other service
- Ensuring high levels of customer service.

Previous experience and role requirements

This role would suit somebody who is comfortable dealing with the public, using the phone and computers, and has experience of working face to face with clients. Induction training and ongoing support will be provided. You will need to be able to demonstrate:

excellent communication skills

- literacy, numeracy and IT skills;
- 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.

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 support

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Welfare Benefits Calculator 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.

The service is delivered from the office in Chingford between 9am and 5pm Tuesday, Wednesday and Thursday and appointments in clients' homes where necessary.

Helping older people who want to know if they could claim welfare benefits is the most common advice enquiry that Age UK I&A services deal with. This volunteering role will involve you carrying out welfare benefit checks, using a computer with welfare benefits calculating software, for older people at Age UK *Waltham Forest* office. This will help older people find out if they are entitled to claim benefits – more than one and a half million pensioners are estimated to be missing out on Pension Credit in the UK.

Project Manager: Information and Advice Manager

Time Commitment: 3 - 4 hours per week for a minimum of 6 months

Based at: Age UK Waltham Forest office in Chingford.

Main Tasks of the Role

- The completion of welfare benefit calculations, using Age UK's software package, through face-to-face appointments with older people and their carers or family;
- Providing guidance to clients on 'next steps' to be taken based on the results of the calculation. This may involve the client making a claim for a benefit themselves or you arranging an appointment with a colleague to support them with completing the application;
- Completing records of client interventions and liaising with key staff at Age UK Waltham Forest I&A service.

Previous experience and role requirements

The role would suit somebody who is comfortable using computers and has experience of working face to face with clients. People who have previously worked in the public sector, for example the local council, the Department for Work and Pensions, the Health Service, or in financial services advising clients, would be particularly suited to the role. Induction training and on-going support will be provided. Any potential volunteer will need to be able to demonstrate:

- good IT skills;
- basic literacy and numeracy skills;
- the ability to understand written information and explain things clearly without using jargon or being patronising;
- 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 benefit calculation session per week (approximately 2–3 hours) preferably on a set regular day. In this time we would expect that you would see 3 or 4 clients

What we expect from our volunteers

- For you to be committed and reliable
- For you to be aware of Health and Safety issues

What the volunteer can expect from us

- You will receive an induction to the organisation and to your role

<p>at all times</p> <ul style="list-style-type: none">• For you to work within Age UK Waltham Forest's Equal Opportunities Policy and Confidentiality Policy• For you to attend a one-off induction	<ul style="list-style-type: none">• You will be provided with training and support
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