 **Volunteer Role Descriptions:**

**Attendance Allowance Form Filler**

#### Introduction

Age UK West Sussex 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 team is based in West Sussex and made up of an I&A manager, 7 advisers and
2 x I&A volunteers. The service is delivered from the office in Littlehampton between 10.00am – 14.00pm and appointments in clients’ homes where necessary.

Helping older people to claim Attendance Allowance is one of the most important functions of an Age UK I&A service. Attendance Allowance is a benefit 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 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 Attendance Allowance, which will help them to live independently.

#### Responsible to: I&A manager

#### Based at

You will either visit clients in their own homes or complete forms at Age UK West Sussex main office. You will also be required to attend training and supervision meetings at Age UK West Sussex main office.

#### Key responsibilities

* 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 key staff at Age UK West Sussex I&A service**
* **You may also be responsible for arranging appointments to visit clients in their own homes** and keeping Age UK West Sussex I&A service informed of these arrangements.

#### Previous experience and role requirements

Full training and on-going support will be provided. This role would suit somebody with previous experience of completing complex forms or supporting individuals with complex needs. People who have previously worked in the public sector, for example the local council, the Department for Work and Pensions, the Health Service, the emergency services or in a regulated care setting, would be particularly suited to the role. Any potential volunteer will need to be able to demonstrate:

* strong literacy and basic 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 form filling session per week (approximately 2–3 hours).

If you are completing the form in an older person’s home:
* you will probably need your own transport and your mileage will be reimbursed
* you will need to be willing to undergo a DBS check if working in clients’ homes.

Please note that the roles that are subject to a DBS check will only require an enhanced check, not a barred list check.