**Volunteer Role Descriptions: Caseworker**

**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 Littlehampton and made up of an I&A manager, 7 x advisers and
2 x I&A volunteers. The service is delivered from the office in Littlehampton between 10.00am – 2.00pm and appointments in clients’ homes where necessary.

This is an interesting and varied role providing information and advice to individual older people and their carers. Volunteers deal with a wide range of enquiry areas, including benefits and debt, employment, housing, community care, family and personal matters, and consumer problems.

In this volunteering role, you will be helping the I&A service to support older people to access welfare benefits, deal with money issues, e.g. debt and bills, access health and social care services, improved housing, and other related issues, by providing timely support, following up with their enquiries, and taking action.

#### Time involved

This role involves taking part in training provided by Age UK West Sussex*.* To make best use of our resources, help our clients to benefit as much as possible, and enable the volunteer to develop their skills and knowledge, the role is ideally suited to people who are able to make a commitment of between 6–12 months

#### Responsible to: I&A manager – Fiona MayBased at: Age UK West Sussex main office

#### Key responsibilities

* Meet clients in person or by telephone
* Where appropriate and at the client’s request, act on their behalf and represent their interests with third parties by letter, telephone or in person
* Identify and research information relevant to the user’s situation, drawing on information resources available
* Present and discuss information with the client in an accessible manner, enabling them to identify a suitable solution
* Inform people about services that may be available to them and how to access them, including Age UK services; where appropriate, refer people to other agencies and sources of help
* Maintain statistical and case records using manual and electronic systems
* Liaise closely with the I&A manager and other advisers, seeking advice, guidance and support where required
* Develop a working knowledge of the information and office systems supporting the service, use them effectively and contribute to their improvement
* Keep up to date with relevant laws, policies and procedures – locally and nationally
* Carry out tasks according to Age UK policies and standards, in particular on confidentiality, anti-discriminatory policies and health and safety
* Participate in training sessions and meetings as necessary.

#### Previous experience and role requirements

No specific previous experience or qualifications is required as training and on-going support will be provided. Any potential volunteer will need to be able to demonstrate:

* excellent listening and communication skills
* empathy
* good standard of literacy and numeracy
* good IT skills
* the ability to work confidently on own initiative and know when to seek help and support
* ability to travel, e.g. to outreach offices, clients’ homes (out-of-pocket expenses will be reimbursed)
* willingness to attend scheduled training days, Age UK volunteer induction and any other training deemed essential to the role as identified
* willingness to undergo a DBS check if carrying out home visits.

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