 **Volunteer role profiles**

**Office 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 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 – 14.00pm and appointments in clients’ homes where necessary.

Helping older people to complete welfare benefit applications and other types of documentation (e.g. charitable grant forms and housing applications) is an important function of an Age UK I&A service. Many older people struggle with such forms for several reasons – because of the complexity of the forms, issues related to failing health (poor sight, arthritis in their hands, struggling to concentrate, etc.), because they never learnt to read or write or because they do not have the IT skills to complete online applications. As a result, older people often do not receive money or services that they have a legal right or entitlement to.

In this volunteer role you will assist older people to complete a range of different forms and online applications at Age UK West Sussex I&A office. Training, induction and support will be provided.

#### Responsible to: Fiona May Based at: Age UK West Sussex main office

#### Key responsibilities

* Completing forms and online applications through face-to-face appointments with older people and their carers or family
* Providing guidance to clients on ‘next steps’ to be taken after the completion of a form or online application to enable a successful outcome (e.g. explaining any documentation they may need to send with an application form and the deadline for sending a form)
* Completing records of client interventions and liaising with key staff and volunteers at Age UK West Sussex I&A service.

#### Previous experience and role requirements

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
* basic IT 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 judgment 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) preferably on a set regular day. In this time we would expect that you would see 2 or 3 clients.