**Volunteer Role Profile**

**Welfare Benefits Calculator**

**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 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.

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 West Sussex 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.

#### Responsible to: I&A manager

#### Based at: Age UK West Sussex main office

#### Key responsibilities

* The completion of welfare benefit calculations, using Lisson Grove 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 West Sussex 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 judgment 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
* a willingness to undergo a DBS check if working in clients’ homes.

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