

VOLUNTEER ROLE DESCRIPTION

Information & Advice Service - Disability Applications Volunteer

The Service:

Age UK Wolverhampton's Information and Advice (I&A) service provides information and advice to older people on a variety of matters. The team is based in the main office in the city centre.

Helping older people to claim disability benefits (Attendance Allowance and Personal Independence Payments) is one of the most important functions of an Age UK I&A service. These are benefits that can be claimed by people with health problems who require support and care at home to be able to remain living independently.

The forms are quite lengthy and need to be completed in detail. 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 disability benefits, which will help them to live independently

Responsible to: I&A Manager

Location:

Remotely and in the office

What would my role involve as a Disability Applications Volunteer?

- Interviewing older people and their carers or family about their health and care needs
- Completing disability 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 Wolverhampton I&A service

Personal qualities and skills most suited to this role:

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 3–4 hours).

How much time is involved?

At least one form filling session per week (approximately 3-4 hours). You can stop volunteering at any time but it is very important that you let us know in advance.

Expenses and Insurance:

We will cover agreed out-of-pocket expenses for volunteers (e.g. travel costs). You can claim travel expenses weekly or monthly by completing a travel expense form and provide receipts where appropriate. We will also insure you under our Public Liability insurance for the time you are volunteering with us. We will provide the appropriate equipment for remote working. Please ensure that you only carry out tasks which have been requested of you with this volunteering role.

A Disclosure & Barring Service (DBS) is required for this volunteering role