

- Volunteer role:** Benefits Check / Form Filling Volunteer.
- Service:** Information and Advice (I&A) Service.
- Supported by:** I&A advice staff and manager
- Location:** 81 Brigstock Road, Thornton Heath, CR7 7JH
- Days / hours** Half or full day.
- Training:** Full training and ongoing support are provided.
- Travel expenses:** We will reimburse any out-of-pocket expenses.

### **Overview of the Information & Advice Service**

Our Information & Advice (I&A) Service supports people over the age of 50 across the borough of Croydon and consists of the following key elements:

- Information giving – for example, we provide information on our activities at Age UK Croydon or on other services nearby.
- Signposting – we offer people options on where to go for a range of issues, for example local care homes, tradespeople, assistance with technology and cost of living help.
- Advice and casework support – our specialist Advisers offer one-off or in-depth advice and support on a range of areas, including benefits, housing, consumer issues and community care.

### **What will I be doing?**

As a **Benefits Check / Form Filling Volunteer**, you will help older people to maximise their income and fill in forms, enabling them to access vital benefits and services. You will help them find out what welfare benefits they could be claiming by using Age UK's Benefits Calculator, and explain to them how to claim any they may be entitled to, including Pension Credit, Council Tax Support and Housing Benefit. Each check normally takes about 30 minutes. You can also support the team by helping clients to fill in forms, including Attendance Allowance, Blue Badge, Dial-a-Ride and Taxicard. The choice is yours in terms of whether you want to focus on benefit checks or form filling, or a bit of both.

This role is office-based with a mixture of telephone and face-to-face engagements. It would suit someone who has an interest or previous

experience in benefits and a desire to help people. You will need to be competent in dealing with financial information and be IT literate, although we do not expect you to be a benefits expert in any way. Training will be given in using the calculator and filling in the forms, and you will have the opportunity to shadow colleagues doing benefit checks and form filling. We will also support you when you are doing the checks/form filling, in case you have any queries.

### **Personal qualities and experiences**

- Empathetic and patient.
- A desire to help people.
- Approachable.
- Patient and non-judgemental.
- The ability to treat your work confidentially as you will be dealing with confidential and sensitive client information.
- If you know or understand the benefits system, that would be an advantage but is not essential.
- Attention to detail.
- Good people skills and telephone manner.
- A willingness to learn through training and supervision.

You will have the ability to maintain professional boundaries and adhere to Age UK Croydon's policies and procedures, including Confidentiality and Safeguarding. This role is subject to an enhanced DBS check.

### **In return, you will:**

- Join a friendly team and be supported in your role.
- Receive ongoing training and supervision.
- Empower Clients and make a positive difference to their lives.
- Be re-imbursed for any out-of-pocket expenses.