



INTRODUCTION

Age UK Leicester Shire & Rutland Information and Advice (I&A) Service provides information and advice to older people on matters such as welfare benefits, health, and social care issues.

This volunteering role is to support the I&A Dementia Support Service (DSS) Benefits Advisor who is responsible for providing benefit advice to clients 18+ who have a formal diagnosis of dementia, their families, and carers.

I&A VOLUNTEER FOR FORM FILLING (DSS)

Main Responsibilities:

- Assisting clients' to complete benefit applications either by phone or via home visits.
- Provide guidance to clients on what to do next and issue relevant departmental standardised documentation to support this.
- Process the completed benefit forms in line with department processes.

Skills And Experience:

To carry out this role you will need to be a confident and enthusiastic person who is able to build a rapport with clients and to put them at their ease.

- Good literacy, numeracy, and IT skills
- A commitment to ensuring that clients are provided with accurate, relevant, and timely information
- The ability to recognise priority cases
- The ability to write clear notes and records
- A methodical, orderly, and organised approach
- Interest in supporting people living with dementia and their families
- The ability to demonstrate patience and empathy with this client group
- The ability to decipher complex information relating to health, care needs and medication and interpret these appropriate to the criteria required.
- Willingness to have a DBS check
- Must be committed and be able to provide at least one day a week to this role

Training will be provided, and the role offers an opportunity to develop excellent transferable skills as well as to make a real difference to the lives of people living with dementia.

No previous experience is required, but a willingness to learn, and to participate in training is important to enable you to best help our clients and to help you get the most satisfaction from volunteering with us. Experience in a similar role and knowledge of the benefits system would be an advantage, but not essential as you will be supported by experienced team members.

What we offer:

- The chance to be part of a team who will support and develop you with ongoing training
- The chance to make a real contribution to Age UK Leicester Shire and Rutland's work
- Paid travel expenses

*A volunteer is someone who provides **unpaid** support to
Age UK Leicester Shire & Rutland*