

The Age UK Norfolk benefit outreach team helps to boost the income of older people so they can afford the care and support they need.

Benefit Outreach Volunteers visit older people in their own homes and help them to complete forms for attendance allowance and the blue badge parking permits.

About the Role

Main Purpose

- To help older people to fill in forms for attendance allowance and the blue badge parking permit

Tasks

- To make appointments to see the older person in their own home and help them to complete forms
- To check whether there might be other benefits and services that could be of help to the older person, providing information or referring back to office staff as appropriate.
- To carry out tasks in accordance with relevant Age UK Norfolk policies and procedures

Skills

- Ability to process information from telephone calls, face-to-face conversations and documents
- Ability to write legible and accurate notes
- Commitment to equal opportunities and awareness of the discrimination that older people may face

- Empathy with the problems faced by older people and their carers
- Ability to explain what can be complex information clearly
- Problem solving
- Ability to work on own initiative

Availability

Flexible hours between Monday to Friday 9 am and 5 pm.

Responsible to and supported by

Ongoing support is provided by Benefit Outreach Advisers

Training

Full training is provided including shadowing sessions, online training in safeguarding, dementia awareness and equality and diversity and twice yearly group updates

Expenses

Expenses are paid