

## About Age UK Norfolk's Information & Advice Service

The Age UK Norfolk's Welfare Benefit team help boost the income of older people so they can afford the care and support they require to remain independent. In the year to March 2020 Age UK Norfolk helped people claim £4,655,170 in benefits. Welfare Benefit volunteers can visit older people in their own homes and care homes or on some occasion help either via telephone or video call, by helping them complete forms for benefits such as attendance allowance.

## About the Volunteer Role

### Main Purpose

- To help older people find out if they have any benefit entitlement

### Tasks

- To use the Age UK Benefit calculator to complete benefit checks for clients over the telephone
- To process benefit checks using forms returned to us
- To refer clients to other services that could be of help, referring them back to the advice team for ongoing work, if required
- 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 complex information clearly in the clients desired format
- Problem solving
- Ability to work on own initiative
- Welfare Benefits knowledge (desirable)

A satisfactory DBS (criminal records) check is needed for this role.

**Responsible to** - Ongoing support is provided by Welfare Benefit Coordinators

**Availability** - Flexible hours between Monday to Friday 9 am and 5 pm

**Training & Expenses** - Full training is provided including shadowing sessions and twice-yearly group updates. Expenses are paid.

