

About Age UK Norfolk's Money Matters Service

Our Money Matters team offers one to one support from a dedicated volunteer to assist and empower over 65s to remain independent when handling the day-to-day management of household finances and paperwork.

About the Volunteer Role

Main Purpose

- To help an older person to manage their finances. The older person may be in their own home or in a care home.

Tasks

- Volunteers will support the older person with tasks such as organising the payment of bills, setting up a bank account or direct debits, filling in forms, day to day financial management and helping to manage a budget. The financial tasks to be carried out will be agreed with the older person.
- Volunteering within the policies and practices of Age UK Norfolk

Skills

- Ability to process information from phone and video calls, emails and other documents
- Ability to write legible and accurate notes that record the actions taken
- Ability to assist clients with filling in forms and writing letters
- Ability to identify problems and suggest a number of solutions
- Commitment to equal opportunities and awareness of the discrimination that older people may face
- Good listening skills and the ability to explain complex information in a straightforward way
- Empathy with the problems faced by older people and their carers

Availability

Flexible but during 9am-5pm Monday -Friday.

Responsible to and supported by

Advocacy Coordinator

Training

Full training and ongoing support is provided. This role is subject to a satisfactory DBS (criminal record) check.

Expenses

Expenses are reimbursed.

