

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 2023 Age UK Norfolk helped people claim over £4 million in benefits. This role is key in supporting our clients to ensure follow up work is completed and they are able to claim all they are entitled to.

About the Volunteer Role

Main Purpose

- To follow up on client outcomes after they have had assistance to apply for a Benefit

Tasks

- To contact clients by phone to find out the outcome of their Benefits application
- To update our client database with the outcome informing the relevant staff member
- To identify any other issues as disclosed by client and forward these on internally as appropriate
- To carry out tasks in accordance with relevant Age UK Norfolk policies and procedures

Skills

- Ability to process information from telephone calls 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
- Problem solving
- Ability to work on own initiative
- Welfare Benefits knowledge (desirable) but not essential

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

Responsible to - Ongoing support is provided by Welfare Benefit team

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.

