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 pounds 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, Carers Allowance, Personal Independence Payment, Severe Disability Premium, Pension Credit, Housing Benefit and Council Tax Support.

About the Volunteer Role

Main Purpose

• To help older people to fill in forms for such benefits as Attendance Allowance and Carers Allowance.

Tasks

• To make client appointments, visiting them in their own homes to complete the form

• To screen for further benefit eligibility during the appointment

• 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.

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