

MONEY & BENEFITS QUALITY MONITORING VOLUNTEER

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**Introduction**

As one of the largest voluntary sector organisations in the borough working with and for older people, Age UK Richmond upon Thames offers a wide range of services including information and advice, practical help around the home, educational, physical and social activities in our centres as well as in a variety of different venues across the borough. We welcome enthusiastic volunteers who want to share their skills and experience to volunteer with us.

**Role Description:**

Our Money & Benefits Service make dozens of home visits every week. It is vital that we maintain high standards, and one way to ensure this is to make quality monitoring phone calls to clients to gain feedback about the visit and help they have received. You will be part of a very popular service which makes a major, positive contribution to the quality of life of older people. We offer help with money and benefit checks, independence allowance etc helping our clients claim millions in unclaimed benefits every year.

**Specific Responsibilities:**

- To randomly select clients from our database to call in order to enquire about their recent visit from Age UK Richmond
- Engage the client in conversation and ask a series of standard questions
- Write the results up onto our database and flag any potential issues with the service manager
- Keep abreast of all aspects of the Money & Benefits Service and be prepared to signpost the client to other services where appropriate or pass to staff to follow up accordingly

**Person Specification**

- A warm, friendly, calm telephone manner and a liking for engaging in conversation with older people
- Computer literate, accurate computer skills
- Strong organisational skills and a methodical manner
- The ability to work on your own and as part of a team
- A liking for and strong empathy with older people
- An understanding of the issues of isolation and older people
- Reliability and trustworthiness

**Normal hours and days of volunteering:**

It is anticipated that the role will be half to 1 day a week at our head office in Hampton.

**If you are interested, please contact:**

Kay Bascombe, Volunteer Co-ordinator  
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The White House Community Centre  
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