

### 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 and Main Duties:

As part of the Money & Benefits team, you will be assisting clients with claiming attendance allowance and other benefits, which would otherwise be unclaimed. You will be required to make home visits to assist with filling in the relevant forms. Once complete the data needs to be entered in to our 'Charity Log' data base. Although not essential, previous experience in working or volunteering with vulnerable adults in their home will be beneficial. Full training will be given for those without welfare benefits experience.

### Specific Responsibilities:

- To carry out visits to clients in their homes across Richmond Borough
- To assist with filling in the relevant paperwork
- To process the claim in a timely fashion
- Record details of the visit and the claim in our data base 'Charity Log'
- To report any concerns about the safety or health of service users immediately to the I & A Manager
- To attend any further training as may be required

### Person Specification:

- Good communication and listening skills
- Kind, friendly manner
- Observation skills
- Strong organisation skills
- Good, accurate computer skills
- Understanding of confidentiality
- The ability to work alone or as part of a team
- Possession of a full driving licence and use of own vehicle (not necessary if happy using public transport)
- Liking for and strong empathy with older people
- Calm, methodical approach
- Reliability and trustworthiness
- A DBS check will be required

### Normal hours and days of volunteering:

This role is expected to be a few hours a week, agreed between the volunteer and I & A Manager.

### If you are interested, please contact:

Kay Bascombe, Volunteer Co-ordinator  
Age UK Richmond  
The White House Community Centre  
45 The Avenue  
Hampton  
TW12 3RN

Tel: 020 3816 0029 Email: [volunteering@ageukrichmond.org.uk](mailto:volunteering@ageukrichmond.org.uk)