



## **ROLE DESCRIPTION**

### **Information & Advice Volunteer (Form Filling)**

Responsible to:	I&A Service Manager
Time Commitment:	It is hoped for 4 hours or more per week
Location:	Stratford House, B12 0HT

### **About the Service**

Our team of dedicated staff and volunteers provide free, confidential, and independent information on a wide range of subjects including welfare benefits, consumer problems and rights, housing options, health, care at home, residential care, family and personal matters and accessing local services.

We can help complete forms (e.g., Blue Badge, Housing/Council Tax Support etc.) make telephone calls and write letters if needed.

The service supports people over the age of 50 from across Birmingham and Sandwell.

We are looking for reliable and confident volunteers with excellent communication and literacy skills to support this service and help older people to make the most of later life.

### **About the Role**

Helping older people complete welfare benefit applications and other documentation is a key role of the I&A Service. Many older people struggle due to the complexity of forms, health issues, or lack of IT skills, often missing out on entitled services and funds.

As a form filling volunteer, you will help older people fill out forms and online applications either in person or by phone. Your tasks will include:

- Completing relevant training
- Assisting with forms and online applications
- Providing guidance on next steps
- Recording client interactions and working with staff and volunteers
- Attending team meetings and supervision when needed

## Personal qualities and skills most suited to this role

- Good listening and communication skills
- Patience and tact
- Strong literacy and basic numeracy
- Confident IT skills
- Ability to understand and explain written information
- Commitment to providing accurate and timely support
- Ability to write clear notes and records
- Caring, sensitive, and non-judgemental approach
- Understanding the needs of older people
- Reliable, dependable, and flexible
- Understanding of confidentiality and adherence to policies.

## Other Criteria

- Willing to undertake a DBS check

## Time commitment

The service will predominantly be delivered during office hours, Mon-Friday 9am – 5pm

Due to the nature of the training involved for this role we hope for at least 4 hours commitment per week on an ongoing basis (mid-long term).

## Contact

**Louise Crowther**  
**Volunteer Coordinator**

0121 824 1459

[volunteering@ageukbirmingham.org.uk](mailto:volunteering@ageukbirmingham.org.uk)

Or apply online by [CLICKING HERE](#)