

North Bristol Advice Centre Advice Support Volunteer Role Description



- Title:** Advice Support Volunteer: Universal Credit
- Responsible to:** Advice Team Manager
- Location:** North Bristol Advice Centre OR home-based
- Days/times:** Flexible days, half day a week, with a commitment of 9 months

Main aim: to assist clients of North Bristol Advice Centre with Universal Credit forms at weekly appointments

Training: a full induction and training programme will be provided.

What will I gain from this role: experience of working with clients 1 to 1 + development of benefits knowledge and communication skills

Experience and skills

- Awareness of welfare benefits issues and/or a willingness to learn
- Reliable and committed with a positive attitude towards working with other people
- IT and Word processing skills
- Ability to communicate effectively and work independently with clients face-to-face and over the phone
- Confidence to address client problems and support identified solutions

Tasks and responsibilities

- Assist clients to complete Universal Credit applications online
- Advise clients about what to expect after their Universal Credit application is submitted and provide ongoing practical support where necessary
- Follow up with clients, to find out the outcome of their Universal Credit claim and advise on next steps as appropriate
- Keep up-to-date, accurate and confidential case records using our case management database
- Attend supervision and volunteer forum meetings