

North Bristol Advice Centre Advice Support Volunteer Role Description



Title:	Advice Support Volunteer: Welfare benefits
Responsible to:	Welfare Benefits Team Leader
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 welfare benefits applications at weekly appointments.

What will I gain from this role: Meet new people; work within a friendly team; develop new skills and experiences of supporting people in the community. Full training and induction provided.

Experience and skills

- Knowledge of welfare benefits issues or a willingness to learn
- Reliable, committed and a positive friendly manner
- Good written, listening and verbal communication skills and attention to detail
- Good IT skills and some experience of using a database
- Confident working with people independently both face to face and by phone

Tasks and responsibilities

- Assist clients to complete disability benefit forms
- Act as an advocate for individual clients, where necessary
- Follow up with clients to report on application outcomes
- Keep accurate, confidential case records
- Attend all induction training sessions and ongoing training as required
- Attend regular supervision meetings