



Swindon Carers Centre Volunteer Role Description

Role: Volunteer Benefits Assistant

Overseen by: Volunteer and Outreach Coordinator

Managed by: Welfare and Benefits Officer

Time Commitment: 4 hours per week

Work Base: Sanford House, Sanford Street, Swindon SN1 1HE

Summary / Purpose of the role: Offering telephone support to carers registered with Swindon Carers Centre to identify potential statutory benefits available.

Key Responsibilities:

- Answering a carers queries over the phone including working out what benefits and tax credits a carer can claim, using a computer programme.
- Supporting carers to fill in forms, particularly Disability Living Allowance, Attendance Allowance and Carers Allowance
- Updating carer information and contact using the organisations database management system
- Following up the outcome of benefit claims, recording on spreadsheets and the organisations database management system
- To recognise, support and embrace the Mission and Values of Swindon Carers Centre
- To adhere to the Swindon Carers Centre behaviours framework at all times

Relationships

- To work collaboratively with the Welfare and Benefits Officer and a team of volunteers to ensure carers receive a high-quality service when accessing Swindon Carers Centre for benefits advice

Additional duties

- Team working is essential to the smooth running of the organisation. It is the nature of the work that at times, responsibilities and tasks may be unpredictable and varied.
- Any additional duties will normally be compatible with regular working. If the additional responsibility or task becomes a regular or frequent part of the volunteer's activities, it will be included in the role description in consultation with the volunteer and their volunteer supervisor

Training and Supervision

- Induction training will take place prior to starting the role including where appropriate, safeguarding vulnerable children and adults, data protection and asset management
- Training specific to the role will be given after Swindon Carers Centre main induction has been completed
- Ongoing training relevant to the role will be given
- 1:1 supervision and day to day support will be offered to volunteer by the Welfare and Benefits Officer

Special Conditions

The centre operates a 'no smoking' policy

Swindon Carers Centre is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.

Due to the nature of this role applicants will be required to complete a Disclosure and Barring Service (DBS) Application or supply the organisation with relevant information for the DBS Update Service.

A minimum of two references will be required at the time of application.

Flexible working hours may be required.

Due to any potential conflict of interest, and not wishing to add any additional pressure to our carers, Swindon Carers Centre are unable to recruit volunteers into this position who are currently receiving carer support from us or are active on our database. Ex Carers will be able to apply for this role, after 3 months must have lapsed from being in a caring role and registered with us.

Skills and experience

Requirement	Essential / Desirable
Qualities	
Good communication skills including good listening skills, an excellent telephone manner and people skills	Essential
Outgoing, friendly and proactive character	Essential
Knowledge and Skills	
A knowledge of the benefit system	Essential
Fully computer literate and comfortable with the main Microsoft Office tools, databases and emails	Essential
An ability to understand complex information	Essential
A good level of literacy and numeracy	Essential
Being able to use your own initiative but able to ask for help when required	Essential
An understanding of the needs of carers of all ages and the impact caring may have on their lives.	Desirable