



Volunteer Role Description

Volunteer Role: Form Filling Volunteer (Welfare Benefits)

Location: This role will be based in our office in West London

W14

Time Commitment: Half a day a week

Age requirements: 18+

About Independent Age

Independent Age is a national charity founded over 150 years ago with a clear mission to ensure that as we grow older, we all have the opportunity to live well with dignity, choice and purpose.

We achieve this by providing free impartial information and advice on the issues that matter most as we grow older, and work within communities to connect people, places and services to reduce isolation and loneliness. We also act as a catalyst for positive policy change by challenging the underlying causes of discrimination and inequality.

At Independent Age we live by our values. We are;

Purpose-driven - *the experience, needs and views of older people are central to everything we do*

Compassionate - *we listen, care and take action*

Expert - *our work is evidence-based and solution-focused*

Collaborative - *we work in partnership to maximise our impact*

Accountable - *we work with integrity and transparency*

Inclusive - *we value diversity and always treat everyone fairly with dignity and respect*

About the role

As a Form Filling volunteer, you will support older people over the phone to fill in different benefit forms. We want the UK to become the best country in the world in which to grow older. We campaign to ensure people can enjoy a financially secure, healthy, active and connected older age. Sadly, we know that a lot of older people do not claim the benefits that they are entitled too which could make a significant difference to their financial situation.

Our Helpline offers free and impartial advice on issues such as money and benefits and can offer advice and guidance on benefits that people may be entitled too. However, we know

for some older people that they need further support with filling out these forms. As a form filling volunteer, you will play a crucial role in supporting an older person to claim benefits they are entitled too by helping them to fill out different benefit forms over the phone.

This role involves

- Assisting someone to fill out a benefits form over the phone
- Writing letters or emails to older people with personalised information to support their benefit applications
- Contacting older people to check the outcome of benefit applications
- Signposting to Independent Age's free guides and information on benefits
- Working in a team and individually

Benefits to you

- Make a difference to people's lives by providing them with invaluable support
- Meeting and speaking to new people from a range of backgrounds
- Making a difference
- Developing new skills and experience
- Helping others
- Being part of something

We will do everything we can to help you get the most out of your volunteering and to make sure that your time as an Independent Age volunteer is enjoyable. Please let us know if there is something in particular that you would like to get out of your volunteering and we will do all that we can to support this.

Key Skills required:

- Good communications skills
- Friendly and approachable
- Ability to handle personal data sensitively and confidentially
- Happy to work as part of a team either in person or remotely
- Good IT skills

Training

- You will be given training on benefits and benefit form filling as well as any other training needed for this role.
- Ongoing Training and development opportunities will be provided by Independent Age
- All volunteers are required to complete essential training to ensure that they are confident and supported in their role.
- We want all volunteers to feel happy and confident in their role and so if there is any additional training that would be useful to you in your role then please let us know.