

## Volunteer Role Description: Benefits Support Volunteer

### Main Aim

- The main aim of the Benefits Volunteer is to assist the Benefits Support Worker in obtaining outcome information in relation to benefit applications made by the service users of Carer Support West Cumbria.

### Purpose of the Role

- To establish links with The Department for Work and Pensions (DWP)
- To ensure that all applications are followed up with DWP and being processed.
- To add value to the vital work of the Benefits Support Worker by establishing positive relationships with clients and external organisations
- To provide accurate reporting information to support funding applications and development of Benefit Clinic activities.

### Responsibilities

- To develop and promote a positive relationship with service users.
- At the direction of the Benefits Support Worker, contact The Department for Work and Pensions (DWP) to obtain results of benefit applications made by service users.
- To contact service users and obtain outcome information in relation to benefit claims Carer Support West Cumbria has assisted them with.
- To collate and analyse results and outcomes in relation to benefit claims
- Provide reports when necessary to support the activities of Carer Support West Cumbria.
- To inform the Benefits support Worker of all service user contact on a regular basis, using the standard reporting methods.
- To notify the Benefits Support Worker of any emerging problems and seek support whenever necessary.
- To safeguard the good name, values and mission of Carer Support West Cumbria.

### Personal Qualities

- Able to form positive, supportive relationships with others.
- Good listening and communication skills.
- Reliable and a good timekeeper.
- Sensitive, patient, empathetic and cares about others.
- Respectful of confidentiality issues and able to maintain boundaries.
- Able to put your own needs and views to one side allowing you to focus on the needs of the service user.
- Able to work as part of a team and on own initiative, and know when to seek support.
- A good and confident phone manner
- Able to keep accurate notes and records
- Good knowledge of Microsoft Systems particularly Excel a
- Accurate note taking.
- Recognising the need for further discussion and possible signposting.
- The ability to do basic mathematical additions.

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- **Training and Support**

- Required to attend an Induction and Training Programme prior to the start of volunteering.
- Role specific training
- Ongoing support from the Benefits Support Worker
- Ongoing support from the Volunteer Coordinator.
- Regular individual meetings with the Volunteer Coordinator and/or Benefits Support Worker for supervision.
- Regular group meetings with other volunteers.
- Ongoing training opportunities.
- Social events with other volunteers.

### Other Requirements

- A knowledge of the Benefits system or previous experience of applying for/supporting people applying for benefits.

### About us

Carer Support West Cumbria offer a range of services to support those looking after someone on an unpaid basis.

A carer is anyone of any age who cares, unpaid, for a friend or family member who due to illness, disability, a mental health problem or an addiction cannot cope without their support.

Visit our website [www.carersupportwestcumbria.co.uk](http://www.carersupportwestcumbria.co.uk) or find us on social media.