Role Profile

Role	**Welfare Benefits Volunteers**
Location	**Barlow house and Community locations**
Commitment	This role requires a minimum commitment of one day per week (can be split into two half days) over a minimum period of six months.
Reporting to	**Community Engagement Manager**

Primary purpose of the role:

Volunteering with our Welfare Benefits Team

To become a Welfare Benefits volunteer, you must first volunteer with our Community Hubs for six months. After this time, you'll have the option to progress to T2 training or sooner, if you already have relevant skills and experience

This role supports clients across Manchester, both in our main office and community hubs, by helping them complete essential forms and paperwork. You'll be working alongside our Welfare Benefits Advisors to ensure clients can access the support and advice they need.

The Welfare Benefits Volunteer primarily assists clients who are unable to read or write, helping them complete important next steps. Responsibilities include:

- **Form-Filling Support**: Transcribing clients' verbal information clearly and accurately into written forms, ensuring it reflects their situation.
- **Health Condition Exploration**: Understanding how clients' health conditions relate to benefit form questions to ensure accurate and relevant responses.

Key accountabilities	Key elements & tasks
What the role involves	• Interviewing clients about their health and care needs and using this information to complete benefit claims on behalf of people who are unable to do this themselves.
	• Assisting and empowering people to understand and complete forms where they have capacity to do so with guidance.
	• Supporting clients to complete applications for benefits they have been identified as eligible for.
	• Completing charitable grant applications on behalf of clients where this has been identified as an appropriate step.
	• Ensuring the client is clear on next steps, including where to send forms, what evidence to include, what happens next and any further support CAM can offer.
	• Recording details of the appointment appropriately on our case recording system, including attaching completed forms and any additional documents as appropriate.

Experience is not essential as full training and support will be provided, however volunteers are required to have the following attributes:	• Proven academic writing skills, with the ability to structure clear, well-reasoned responses to questions. This can be demonstrated through formal qualification awarded in English and structured written work
	• Ability and willingness to work as part of a team and a commitment
	• Understanding of, and commitment to, the aims and principles of the Citizens Service in which equality and diversity is embedded throughout
	• Proven ability to use IT packages, including G-Suite, case recording management (CRM) systems and online advice resources
	• Ability to consistently provide high levels of customer service
	• Excellent written and verbal communication skills, including ability to liaise and communicate effectively with clients.
	• An ability to work effectively both independently and collaboratively, within a small team and as part of the wider organisational team.
	• A willingness and ability to adapt to a varied and fast paced working environment while ensuring that any allocated work is completed.
	• Good time management skills.
	• Strong interpersonal skills to build a rapport and manage appointments effectively.
What are the benefits of volunteering?	• Building confidence. Volunteering can improve confidence by giving you the opportunity to try something new and gain a real sense of achievement.
	• Making a difference. Volunteering gives you the opportunity to make a difference to the lives of others.
	• Meeting new people. Volunteering can help you meet different kinds of people and make new friends.
	• Increase employability. For some people, volunteering can be a route into employment, or the chance to try something different that might lead to a career change.
	• Learning new skills. Volunteering can help you to learn new skills, gain new experiences and sometimes gain qualifications.
Please note that a volunteer profile does not constitute a 'term and condition of employment'. It is provided only as a guide to assist the volunteer in the performance of their role and is not included to be an inflexible list of tasks.	