

## **BENEFIT SUPPORT VOLUNTEER**

### **Role Description**

*Trust Links is an organisation committed to the safeguarding and promoting the welfare of children and vulnerable adults and expects all staff, Trustees and volunteers to share this commitment.*

*Trust Links aims to create a culture that respects and values each others' differences, that promotes dignity, equality and diversity, and that encourages individuals to develop and maximise their true potential.*

**Days and Hours required:** 4 or 6 hour shift, on a week day, Day TBC

**Location:** Trust Links House, College Gardens, Rochford, Essex, SS4 1YL / **Depending on tasks can also be from home on the phone TBC**

**Reports to:** Ruth Campbell / Andy Ward

### **PURPOSE OF THE ROLE:**

To provide support for members/students that are in receipt of benefits. This could be with changes to benefits, reapplication, evidence and documentation. To offer words of encouragement, reassurance and support to our members/students, helping with calls and communication around changes. Reporting to staff regularly with the updates for each member supported.

The Volunteer will be required to:

- Undergo the volunteer recruitment process including an informal interview, two references a DBS check and volunteer agreement.
- Undergo the Volunteer Induction and Mandatory Training Session.
- Undergo a local induction that is role specific.
- To complete any relevant training for the role as identified by the Volunteer Coordinator
- Update training annually

## **MAIN DUTIES AND RESPONSIBILITIES OF THE ROLE:**

- Volunteering alongside staff to support members to fill in Benefit application forms
- Support member to gather information that supports a benefit application eg, I.D and documents,
- Scanning, posting, required admin tasks
- Making calls to DWP
- Taking part in appropriate training and development activities supporting the volunteer role
- Notify staff if you are unable to attend your regular shift
- Ensure Health and Safety regulations are adhered to in line with Trust Links Health and Safety policy
- Ensure Safeguarding requirements are met in line with Trust Links Safeguarding policy and escalate concerns about the wellbeing of service users to appropriate staff members
- Maintain confidentiality
- Raise any issues affecting members with appropriate staff member
- Feedback to staff relevant information relating to members' progress and independence

### Volunteers will need

- Excellent communication and people skills
- Empathy and listening skills
- Commitment to self-development
- Willingness and commitment to undertake further training and development
- Commitment to the role
- Tact
- Responsiveness
- Realism
- Honesty
- Enthusiasm
- Team Work