

# VOLUNTEER LPA ASSISTANT

## ROLE DESCRIPTION



### Main Aim

To assist with the day to day running and organisation of the Lasting Power of Attorney (LPA) service.

### Purpose of the Role

To assist with sending out pro-forma documents and support with data inputting and keeping database information updated.

To assist with filing and application progress chasing for the LPA project.

### Responsibilities

- To deal with referrals and send out relevant paperwork including personalised covering letter
- To update relevant spreadsheets and documents identifying new LPA customer
- To populate official LPA documents online using WCC pro-formas and keep updated
- To ensure paper files are kept up to date and filed correctly
- To follow up initial requests/referrals for information and record the information appropriately
- To write prescribed authorised copy information on new LPA documents
- To notify the Volunteer Coordinator of any emerging problems and seek support whenever necessary.

### Personal Qualities

- Able to form positive relationships with others.
- Good communication skills.
- Awareness of issues affecting carers.
- Reliable and organised.
- Respectful of confidentiality issues and able to maintain boundaries.
- Able to work as part of a team and on own initiative, and know when to seek support.

### Training and Support

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

## About us

West Cumbria Carers 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.

[www.westcumbriacarers.co.uk](http://www.westcumbriacarers.co.uk)

Twitter: <https://twitter.com/wcumbriacarers>



@wcumbriacarers



West Cumbria Carers