

VOLUNTEER BENEFIT SUPPORT ASSISTANT

ROLE DESCRIPTION

Main Aim

To assist Carers Benefit Support Worker at Library clinics to deliver benefit support project.

Purpose of the Role

To assist with meeting and greeting clients and completing initial contact forms as required.

Assist with benefit discussion to support and gather information regards proposed benefit/ grant applications.

Responsibilities

- Meet and greet clients entering clinic appointment so they feel welcomed and relaxed before meeting Carers Benefit Support Worker ready to complete prospective paperwork.
- 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.

Training and Support

- Required to attend an Induction and Training Programme prior to the start of volunteering.
- Ongoing support from the Volunteer Coordinator.
- 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

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



@wcumbriacarers



West Cumbria Carers