

**Role Description:** Volunteer Benefit Adviser York Carers Centre

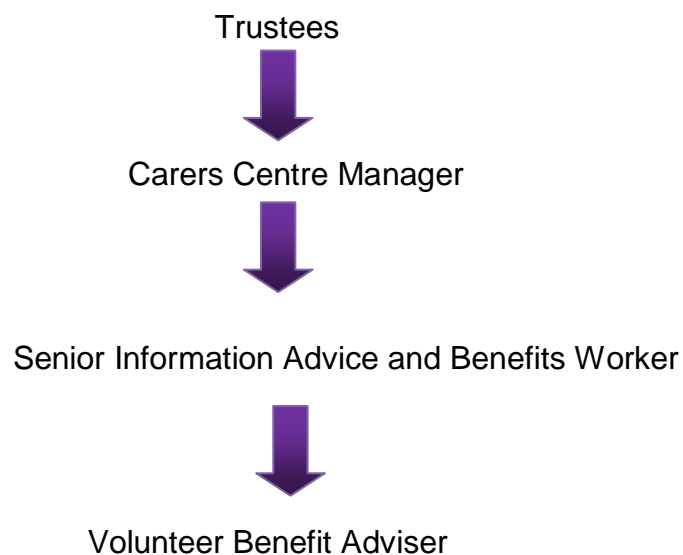
Base : Priory Street, York

### **Organisational Relationships**

**Responsible to:** Senior Information Advice and Benefits Worker

**Accountable to:** Carers Centre Manager

### **Organisational Chart**



### **Role Summary**

The Volunteer Benefit Adviser will assist the Senior Information Advice and Benefits Worker by completing application forms for welfare benefits on behalf of clients both in the office and at the clients home. An initial check will have been undertaken by York Carers Centre to ensure the benefit being applied for is appropriate for the clients situation.

### **Key Relationships**

Carers and family members living in York  
Carers Centre team  
Voluntary sector organisations and their representatives  
Colleagues in CYC, PCT and other statutory agencies who work with carers  
Local advice services  
PRTC and other PRTC Carers Centres  
Carers UK

## **Core Functions**

- Telephoning clients to make appointments for home visits or in the office
- Advising clients what information to gather to assist with form filling at the appointment
- Talking to clients face to face and gathering detailed, often sensitive and personal information about their health & wellbeing, social and financial circumstances
- Transferring the information collected onto the claim form
- Ensuring that claim forms are completed properly and in accordance with guidance that will be issued
- Identify with the client what evidence may be available to support their application and assist them in obtaining this e.g medical reports, details of medication/prescriptions, treatments therapies
- Once form completed arrange for Senior worker to sign off
- Copy form and place on clients paper file
- Complete proforma so Carers Centre Database can be updated and date of application recorded
- Book follow up call with client to check on progress of application
- Update Senior Worker of outcome of claim so that benefit gains information can be collated.

## **Education and Training**

- The volunteer will receive regular training and updates on welfare benefits and completion of application forms.
- Other training will be offered as required

## **Departmental Policies and Procedures**

The Carers Centre is subject to complex departmental policies, procedures and monitoring systems. All volunteers are expected to adhere to these procedures, contribute towards their development and to maintain good practice initiatives at all times.

## **Confidentiality**

Attention is drawn to the confidential nature of information collected within the Carers Centre. The unauthorised use or disclosure of client or other personal information is a dismissible offence and in the case of computerised information could result in prosecution for an offence or action for civil damages under the Data Protection Act.

## **Equal Opportunities**

York Carers Centre recognises that many people in our society experience discrimination or lack of opportunity for unfair reasons, including race, religion, colour, national and ethnic origin, political beliefs, gender, sexual orientation, age, disability or non relevant criminal convictions.

**Volunteer Role Agreement**

**(Please print name)**.....

**Signature**

..... **Date** .....

**Supervisor**

..... **Date** .....

**Carers Centre Manager** .....

**Date** .....

**To be reviewed at next appraisal interview**