

Role Description: Volunteer Benefits Adviser , York Carers Centre

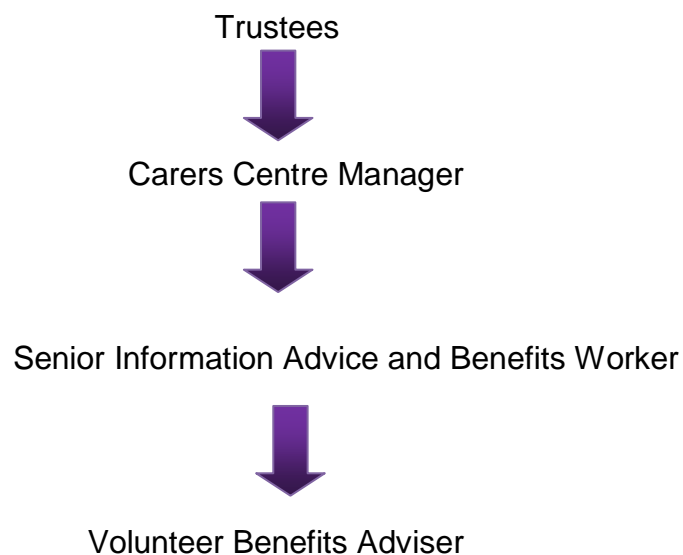
Base : Priory Street, York

Organisational Relationships

Responsible to: Senior Information Advice and Benefits Worker

Accountable to: Carers Centre Manager

Organisational Chart



Role Summary

The Volunteer Benefits Adviser will assist the Senior Information Advice and Benefits Worker in providing welfare benefits advice and general advice to clients as agreed with the Senior Information Advice and Benefits Worker or Carers Centre Manager.

Key Relationships

Carers 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

- Telephone advice to carers
- Research for advice enquiries
- Updating case notes on database and ensuring accurate – these will be checked for accuracy regularly by Senior Information Advice and Benefits Worker
- Assisting with promotional events for the Carers Centre
- Encouraging carer awareness
- Support the Carers Centre team with mutually agreed tasks

Education and Training

- The volunteer will receive training as required and deemed appropriate by Senior Information Advice and Benefits Worker

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