



Disability Nottinghamshire Volunteer Role Description

Our Mission Statement

Increase understanding by shared knowledge, raise awareness of the challenges facing disabled people and/or their carers and influence decision makers to develop services based on needs.

Role Title: Volunteer Welfare Benefits Advisor

Hours of volunteering: Our advice service (phone line and appointments) runs on Monday, Tuesday and Wednesdays from 10am – 2pm, availability on at least one of these days is desirable.

Responsible to: Volunteer and Friendship Coordinator and the Board of Trustee Directors.

General Description:

Our dedicated advice line is open on a Monday, Tuesday, Wednesday 10am – 2pm. We provide information and advice on any aspect of disability or caring including, but not limited to, benefits, blue badges, employment, access and accessibility, holiday, community services, welfare rights and much more!

Welfare Benefit Advisor volunteers work to empower people to make informed decisions about their life through:

- Providing free, impartial, and confidential welfare benefits advice to clients.
- Improving access to information and benefits.
- Providing support and information to people in need.

Key tasks and responsibilities:

- Provide support and welfare benefits advice via digital and telephone advice, assist with form filling to individual people via face-to-face appointments and drop-in surgeries/outreach.

- Contribute to the development of the service including how digital advice is delivered.
- Provide support with appeals advice and the process.
- Signpost where applicable.
- Maintain accurate records and statistics.
- Attend and contribute to regular team meetings and Disability Nottinghamshire.
- Act as an effective team member by working co-operatively and promoting mutual respect among all colleagues.
- Participate in training and development as required.
- Understand and promote Disability Nottinghamshire's Equal Opportunities Policy.
- Comply with health and safety regulations.
- Ensure that all work is carried in accordance with relevant legislation and Disability Nottinghamshire's policies and procedures.

Person specification:

Some experience of the following would be desirable:

- Good communication / listening skills.
- Excellent telephone manner.
- Empathy and compassion.
- Ability and willingness to work independently and as part of a team.
- Awareness of disability issues and welfare rights work.
- Awareness of the welfare benefits system and issues surrounding welfare issues, especially around disabled people, and their carers.
- Ability to navigate a diverse workload and individual casework.
- A willingness to follow and develop agreed procedures.
- Ability to use aspects of Microsoft Office.
- An understanding and commitment to equality and diversity and to the aims and principles of Disability Nottinghamshire.
- Knowledge and commitment of the social model of disability.
- No previous volunteering experience is required, we will provide full training, mentoring and regular support.