

Welfare Benefits Volunteer Role Description

Title: Welfare Benefits Volunteer

Responsible to: Volunteer Coordinator

About us

Based in St Pauls, we have been running for over 50 years and have a wealth of experience, delivering debt and benefit support and advice to communities in East Bristol. St Pauls Advice Centre can offer you some great opportunities to volunteer!

The role

Our Welfare Benefits Volunteers are responsible for supporting clients to complete online or paper benefits claims forms, following up on their claims, and updating information on our client management database. They show empathy and build trust with clients who may find it difficult to disclose their needs or who feel overwhelmed or daunted by the application process. This is an important service for those who are financially deprived and struggling to cope.

We ask for a commitment of one day (or minimum 3 hours) a week at our office in St Pauls.

We are looking for someone with -

- An empathic approach, showing an ability to listen and ask personal questions sensitively,
- An understanding of and commitment to equality, diversity and confidentiality,
- Fluent spoken English, good literacy and basic numeracy skills,
- Reliability and good time keeping skills,
- Basic IT skills, including internet use and word processing,
- Lived experience of debt or welfare benefits (though not essential).

We offer –

- Thorough induction and role specific training.
- Regular supervision to discuss progress and ongoing development
- A supportive team environment.
- Reimbursement of reasonable expenses

To find out more –

- **Call:** 0117 955 2981
- **Email:** advocato@stpaulsAdvice.org.uk
- **Visit:** stpaulsAdvice.org.uk/advocato-peer-support-volunteer/

Friendly, local and here to help