

**North Bristol Advice Centre**

**Get Online Welfare Benefits Volunteer Role Description**

**Title: Welfare Benefits Volunteer**

**Responsible to:** Jenny Hudson

**Location:** North Bristol Advice Centre, Lockleaze, Bristol

**Days/times:** Thursday morning: 9.30am - 12.30pm with a minimum commitment of 6 months

**Main aim:** to support our team to assist clients of North Bristol Advice Centre to apply online for welfare benefits and other support services within an open drop-in session. This will include applications for Universal Credit, Council Tax Reduction and Discretionary Housing Payment amongst others.

**What will I gain from this role:** experience of working with clients 1 to 1, development of welfare benefits knowledge and communication skills.

**Experience and skills**

* Some knowledge or experience of welfare benefits issues and a willingness to learn
* Confident IT skills
* Excellent communication skills with attention to detail
* Reliability, commitment and a helpful and open manner
* Able to work independently with clients
* Confidence to address client problems and support identified solutions

**Tasks and responsibilities**

* To carry out benefit checks for clients on a 1 to 1 basis using an on-line tool
* To support clients to apply for Universal Credit
* Assist at the drop-in, supporting clients to feel confident using computers, tablets and smartphones and going online
* To keep accurate, confidential records
* To work as an effective member of NBAC’s team, giving and receiving support and working co-operatively.
* To adhere to NBAC’s volunteering policy
* To attend an induction and ongoing training