***WELFARE BENEFITS VOLUNTEER ROLE DESCRIPTION***

***Title: Welfare Benefits Volunteer***

***Responsible to: Volunteer Coordinator***

***About us - St Pauls Advice Centre can offer you some great opportunities to volunteer!***

***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.***

***The role –***

* ***Supporting clients to complete on-line or paper benefits claims forms.***
* ***Helping clients to understand the benefits they are on, potential benefits they can claim and their responsibilities.***
* ***Following up clients claims and supporting them with any required responses.***
* ***Updating client information on the systems database.***

***Experience we are looking for -***

* ***Lived experience of debt or welfare benefits.***
* ***Empathic approach.***
* ***Ability to listen and ask personal questions sensitively.***
* ***Understanding equality and diversity and confidentiality.***
* ***Fluent in English, good literacy and basic numeracy skills.***
* ***Reliability and good time keeping skills.***
* ***Basic IT skills, including internet use and word processing.***

***The Difference you can make -***

* ***The knowledge that you are helping to provide an important service to people who are often financially deprived and struggling to cope.***

***What we offer –***

* ***Thorough induction.***
* ***Role specific training.***
* ***Regular supervision.***
* ***A supportive team environment.***

***To find out more –***

***Contact Pamela Stewart***

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***https://www.stpaulsadvice.org.uk/advocato-peer-support-volunteer/***