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 **North Bristol Advice Centre**

 **Advice Support Volunteer Role Description**

 **Title:** Advice Support Volunteer: Welfare benefits

 **Responsible to:** Advice Team Manager

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

**Days/times:** Flexible days: half a day a week, with a commitment of 9 months

**Main aim:** to assist clients of North Bristol Advice Centre with welfare benefit applicationsat weekly appointments.

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

**Experience and skills**

* A knowledge of welfare benefits issues and a willingness to learn
* Good written and verbal communication skills with attention to detail
* Reliability, commitment and a friendly manner
* Good IT skills
* Able to work independently with clients
* Confidence to address client problems and support identified solutions

**Tasks and responsibilities**

* To assist clients to complete disability benefit application forms
* To act as an advocate for individual clients, where necessary
* To follow up client applications in terms of outcomes
* To keep accurate, confidential case records using our data management system
* To attend induction and ongoing training - plus shadowing