Volunteer Adviser Role Description

Role: Volunteer

Responsible to: Disability Advice Service Volunteer Coordinator

Base:  Martlesham Heath, Saxmundham Outreach

Opportunity:Adviser

# Description of opportunity

DAS delivers advice and information covering:

* Welfare benefits and tax credits
* Appeals

When necessary, DAS can refer clients to other services regarding:

* Housing adaptations and special equipment
* Accessible transport, holidays and leisure activities
* Education and employment
* Home and respite care
* Access issues and disability discrimination

# Volunteer role including main tasks/responsibilities:

Volunteer advisors can contribute at different levels within DAS and no one is expected to cover the full range of advice work.

The adviser role includes:

* Answering telephone enquiries and booking customers for appointments to see more experienced advisors.
* Recording customer information electronically.
* Referral and signposting customers to appropriate agencies.
* Meeting customers in the office to help sort out benefit claims and renewals.
* Visiting customers in their own homes to help sort out benefits claims and renewals.
* Assisting customers with appeals against benefit decisions when adviser has appropriate knowledge and experience (2 years approx).

# Skills/qualities required to carry out the role

* An interest in disability issues and welfare advice
* Effective communication skills both verbally and written
* Excellent listening skills
* Ability to input information onto a computer
* Sound time management
* Be able to form good working relationships with external agencies
* Able to display empathy whilst being people focused
* Have a non-judgemental approach to problem solving

Full training will be provided – we are looking for a long-term commitment, minimum 1 year.

# Commitment required

A minimum of 6 hours a week, between 10am and 3pm, Monday to Thursday.