

# Volunteer Adviser Role Description

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<b>Role:</b>	Volunteer
<b>Responsible to:</b>	Disability Advice Service Manager
<b>Base:</b>	Martlesham Heath, Suffolk
<b>Opportunity:</b>	Adviser

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## Description of opportunity

DAS delivers advice and information covering:

- Welfare benefits and tax credits
- 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 into the diary 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

## **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.

## **Commitment required**

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