



Form Filling Volunteer

Role Purpose

To assist our busy advice and advocacy service by supporting our clients with form filling.

Role Description

Volunteers will demonstrate excellent communications skills and willing to spend time listening to the clients that they are supporting. This will include asking them questions and filling in their forms with relevant information in relation to their claim for a disability related benefit.

Commitment & Location

Volunteers need to be able to commit to a regular slot, this can be weekly or fortnightly. Appointments will take place in person or via zoom.

Qualities/Experience

- Good interpersonal skills
- Good Computer Skills
- Trustworthy and Reliable
- Knowledgeable and understanding of confidentiality and Data Protection. (GDPR)
- The ability to handle sensitive subjects with empathy
- Good reading and writing skills
- Sociable and approachable.

Main Responsibilities

- Filling in forms based on the clients responses
- Recording work completed on our computer system
- Feeding back to supervisor/Manager
- Taking part in regular supervision sessions
- Meeting with clients and collecting the relevant information.
- Using the computer to input client's details.
- To uphold respect, trust and confidentiality.

Training

Full training will be provided. You will be shadowing a DASH employee until you have completed your relevant training.

Reference checks will be required and a DBS will need to be obtained, the cost of this will be covered by DASH.

Benefits

Volunteering will provide a great opportunity for you to learn new skills, meet new people and help others. You may be looking for something to help build your confidence or fill your spare time. Volunteering gives you a great sense of achievement and looks great if you are trying to boost your CV. DASH will reimburse you for any expenses incurred while volunteering.

Please contact laura@dash.org.uk to apply or call 07497 892 322 to discuss further.