



Case Worker

Role Purpose

To assist clients who have a managed account with DASH. You will be working alongside a DASH employee. The correct volunteer will be supporting on the admin side and interacting with their own set of clients.

Role Description

Volunteers will demonstrate excellent communications skills and willing to spend time listening to the clients that they are supporting. This will include liaising with their clients, keeping information up to date, reminding clients about deadlines. Checking payroll and timesheets, offering advice, reading letters, dealing with employment details.

Commitment & Location

Volunteers need to be able to offer a regular commitment. Ideally this would be based 2-3 days a week at our Hayes office. (15 hours)

Qualities/Experience

- Good interpersonal skills
- Good Computer Skills
- Trustworthy and Reliable
- Sociable and organised.
- Good reading and writing skills

Main Responsibilities

- To be able to send out text alerts to remind clients of payments.
- To be able to update clients details.
- To check invoices, hours worked and payroll slips are accurate.
- To build relationships with the clients their supporting.
- To liaise with other agencies such as carers, council, insurance companies.
- To be able to read letters aloud and answer any questions.
- To check employment contracts are up to date and completed correctly.

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.