



# Benefit Form Support Volunteer

## Role purpose

To help clients complete their application forms for key benefits such as Personal Independence Payment (PIP), and Employment Support Allowance (ESA), enabling them to access vital financial support.

Volunteers will meet with clients in person. Clients will already have been assessed by our advice team, to ensure they are eligible for the relevant benefit.

## Main duties and responsibilities

- Engage with the client to build rapport and trust
- Observe the client throughout in order to gather additional relevant evidence if appropriate
- Empower the client to complete any parts of the form that they are able to do themselves
- Work through the form with the client to help them understand how the questions relate to them and their situation, and how it affects their life
- Match the questions with the relevant descriptors and ensure the form is completed appropriately to ensure best chance of success for the client
- Include any necessary medical or supporting evidence
- Ensure the client is clear on next steps including who is to send the form, what happens next, and what further support we can or cannot provide
- Record the appointment appropriately on our database system, and upload any scanned documents
- Seek support from the Supervisor as needed

## Personal skills and qualities

You don't need specific qualifications or experience for this role, but you will need to:

- Be empathetic and have good interpersonal communication skills
- Have good interviewing skills, including effective questioning, listening and the ability to move the interview forward in a timely fashion
- Be able to analyse symptoms/impact and ability to match questions to the relevant descriptors
- Have good IT/typing/recording skills

## Other information

You will be working as part of a team of committed people, supported by a Supervisor. We provide full training and ask you to be pro-active when elements of this are self learning. We ask for 1 day a week volunteering time (this can be split across more than one day), for at least 6 months. Travel expenses are paid.

We pride ourselves on having a diverse workforce and welcome all applications from people with all range of abilities for the skills that they bring.

If you are interested please email [Volunteer@westsussexcab.org.uk](mailto:Volunteer@westsussexcab.org.uk) for more information about our roles and application process. Alternatively please apply online: [www.advicewestsussex.org.uk/volunteering](http://www.advicewestsussex.org.uk/volunteering)