

## Volunteer Role Description

<b>Role Title</b>	Families Administrative - Benefits Assistant
<b>Department</b>	Family Mentoring
<b>Reporting to</b>	Gary Hankinson/Patsy Williams
<b>Hours</b>	Flexible
<b>Location</b>	Cotton Hall, Chester
<b>Purpose/Summary of Role</b>	To assist the resident families to complete application forms, eg to claim benefits, to apply for school transport etc
<b>Description of Tasks</b>	Meet and greet residents who may have requested help with completing forms Possibly read and explain the questions to the adult. Help with completing the form in writing. Possibly research the internet with the resident adult. Additional administrative support may also be required at busy times in the Mentors office.
<b>Skills and abilities/Qualifications</b>	<ul style="list-style-type: none"> <li>• Confident, polite, professional friendly and helpful</li> <li>• Knowledge of Benefits</li> <li>• Computer literate</li> <li>• Enjoy interacting with a variety of people</li> <li>• Outgoing personality</li> <li>• Able to work showing initiative, have the ability to maintain confidentiality</li> <li>• Knowledge or experience of Safeguarding, although we can offer workshops on Safeguarding</li> </ul> <p>Good communication skills, good listener, ability to relate to vulnerable adults, good sense of humour, calm in a difficult situation, knowledge of de-escalation techniques.</p> <p>Experience of working with challenging families desirable</p> <p>Can commit to at least 6 months volunteering in the role</p>