### ABOUT THIS VOLUNTEERING OPPORTUNITY

Volunteer Opportunity at DAII – Advice Worker

**Role Description**

The Volunteer Advice worker will play a key role in supporting DAII staff and volunteers in carrying out their work. We are looking for someone with experience of advice work and the benefits system to help us maintain an efficient and knowledgeable advice service, by facilitating a wide range of clients. The Advice worker will be friendly, have good written/verbal skills, with empathy and patience.

**Tasks may include:**

* Helping clients with benefits: Applications, Mandatory, Reconsiderations, Registering Appeals with Courts & Tribunals Service
* Booking appointments for remote and in-person casework.
* Form filling on behalf of clients
* Acting on behalf of clients, contacting local and external organisations.
* Assessing the needs of clients, ensuring they are getting the highest amount of support they are eligible to.
* Using internal advice systems, and logging caseload.
* Completing Grant Applications, Signposting & Referrals.

### **WHAT ARE DISABILITY ACTION IN ISLINGTON LOOKING FOR?**

### We are looking for someone with experience in advice work who would be able to assist us in the delivery of the services mentioned above.**Key skills needed are:**

### Resourcefulness

### Good verbal and written communication skills

### Maturity

### Confidence

### Empathy

### Patience

* Flexibility in team work
* Good technical and IT skills

### PRACTICAL CONSIDERATIONS

WE COVER VOLUNTEER EXPENSES FOR BUS FARE AND LUNCH IF THEY WORK A FULL DAY. VOLUNTEERS ALSO HAVE THE OPPORTUNITY TO ATTEND BOTH INTERNAL AND EXTERNAL TRAINING.

### REQUIREMENTS

* Will require criminal record check
* Relevant qualifications or training
* Will require references

If you are interested in finding out more, please contact info@daii.org or call us 02073548925.