

CABB Welfare Benefit Form Volunteer



What will you do?

- complete an introduction to Citizens Advice and training for your role
- complete paper and online forms with clients, for example to apply for a benefit or help a client challenge a decision..
- Identify other areas client could require help with such as income generation or emergencies.
- write a summary of the clients' problems and what action you've taken

Some examples of what you could do:

- Assist with filling in Disability Living Allowance and Personnel Independence Payment forms.
- Assist clients to challenge decisions by filling in mandatory reconsideration and appeal form.
- help a client understand the next steps in application and benefit review process.



What's in it for you?

- make a real difference to people's lives
- gain in-depth knowledge about benefits.
- build on valuable skills such as communication, questioning and listening, interpreting information and summarising
- increase your employability
- work with a range of different people, independently and in a team.
- have a positive impact in your community

And we'll reimburse expenses too.



What do you need to have?

You don't need specific qualifications or skills but you'll need to:

- be friendly and approachable
- be non-judgmental and respect views, values and cultures that are different to your own
- have good listening skills
- have excellent verbal and written communication skills
- have good maths and IT skills
- be able to understand information and summarise it
- be willing to learn about and follow the Citizens Advice aims, principles and policies, including confidentiality and data protection
- be willing to undertake training in your role



How much time do you need to give?

Ideally we ask for 6 hours per week, which can be over one day or spread over two days, for at least 6 months.

We can be flexible so come and talk to us.



Valuing inclusion

Our volunteers come from a range of backgrounds and we particularly welcome applications from racially minoritised people/people of colour, disabled people, people with physical or mental health conditions, LGBTQ+ and non-binary people.

If you are interested in becoming a form filler and would like to discuss flexibility around location, time, 'what you will do' and how we can support you please contact us.



Contact details

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