

Health Benefits Form Filler



What will you do?

- complete an introduction to Citizens Advice and training for your role
- assist clients to complete welfare benefit paper and online forms, for example to apply for Personal Independence, or to renew/challenge a benefit decision
- write a summary of the clients' situation and what action you've taken
- work with clients during allocated appointments either face-to-face in the office, over the telephone via office lines, or remotely through home working (hybrid option).



What's in it for you?

- make a real difference to people's lives and support your community
- gain in-depth knowledge about welfare 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

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, approachable and have good communication skills
- be non-judgmental and respect views, values and cultures that are different to your own
- 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?

Initially we ask for 1 day a week for up to 1 month, so you can undergo training relevant to your role. After you are trained, we ask for 6 hours per week, which can be over one day or spread over two days, for at least 12 months. We operate appointments in the morning and afternoon so flexibility would be welcomed.

However, 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

Please contact our Training Coordinator, Katrina Hart, on katrina.hart@cab-banes.org