

CITIZENS ADVICE CARLISLE AND EDEN

Form filling volunteer

Role Description

Main responsibilities

To support clients to fill in forms for key benefits such as PIP (PIP2) and Employment Support Allowance (UC50)

Volunteers will undertake a face to face appointment with clients who have already been assessed by CACE as eligible for the relevant benefit.

Volunteers will

- 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 fill in any parts of the form which can be done by the client themselves
- Work through the form with the client to help them understand how the questions relate to them and their conditions 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
- Include with the form 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 CACE can/cannot provide
- Record the appointment appropriately on Casebook including uploading the relevant scanned documents.
- Seek support from the ASS as needed
- Raise any additional issues which may arise with the ASS as needed.

Qualities./Skills needed

Empathy and interpersonal communication skills

Good questioning and interviewing skills, including ability to move the interview on in a timely fashion

Analysis of symptoms/impact and ability to match to the relevant descriptors

Good typing/recording skills