

We are looking for volunteers to support our Welfare Rights Advisor to provide advice and information to people living with HIV and Positively UK's caseworkers on a range of issues, with a specific focus on improving access to benefits (supporting clients to maximise their income) and enhance access to statutory service.

Location: London

Commitment: Approximately 3-4 hours per week for minimum 6 months

Reports to: Welfare Rights Advisor

DBS: Enhanced DBS check

What will I be doing?

1. Support participants to make initial claim or renew their claims via online or phone
2. Support participants at health assessments where necessary
3. Support participants to fill in benefits and other forms
4. Encourage service users to make the claim themselves
5. Advocate on behalf of participants
6. Support Welfare Rights Advisor with admin
7. Assist with other tasks to meet the needs of the participants

Person specifications:

1. Good understanding of the welfare benefits system
2. Good understanding of the voluntary and statutory sectors
3. Reliable and time sensitive
4. Accuracy and attention to details
5. Interested in working with people from different backgrounds
6. A clear and confident communications manner
7. Ability to work with people experiencing hardship and poor mental health
8. Good computer skills (Microsoft office, zoom)

Benefits offered:

1. Volunteer induction and training
2. Internal training on how the benefits system works
3. Potential to attend some relevant external training and events
4. Ongoing supervision and support from Welfare Advisor
5. Reasonable travel and subsistence expenses provided (in line with Covid-19 restrictions and expense policy)
6. Option for peer mentor training, if of interest and if the volunteer is living with HIV