**Task Profile**

**Form Completion Volunteer**

**Purpose**

Filling in forms can be an overwhelming experience for many people, especially when they are already managing so much through their day-to-day caring responsibilities. Volunteers are trained to help the carers complete various forms and improve the chances of a successful application, while supporting the carer through the process.

**Core Tasks**

* Support unpaid carers to complete various forms for example blue badge, PIP, attendance allowance
* providing reassurance and emotional support to carers who may be feeling intimidated or anxious about the process.
* Where appropriate signpost to other organisations who can support e.g. welfare rights for appeals

**Skills**

* Good written English skills and be competent with handling paperwork.
* Good communication and listening skills

**Knowledge**

* Knowledge of Safeguarding
* Working knowledge of other local services and a willingness to signpost carers to these services

**Understanding**

* Understanding of appropriate boundaries, the need for confidentiality and the need to take a non-judgemental approach
* Understanding of the necessary limitations of the role
* Understanding of the challenges facing carers
* Understand when to ask for help

**Qualities**

* Friendly and apprachable
* Consistent, level-headed and resilient
* Honest and trustworthy

**Training**

All volunteers will receive Carers Together mandatory training and induction, as well as other training opportunities as they arise. All volunteers will be required to have an enhanced DBS check.