

## Volunteer Role Description Benefits Supporter (Digital)

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### Background

We are excited to launch Turn2us Connect, a new volunteering project. Turn2us Connect aims to support people through tough times by matching them to volunteers to help them navigate the stressful benefits application process.

People applying for benefits, also known as Connections can be matched to a volunteer, aka Digital Buddy. Digital Buddies will be that hand to hold, a source of emotional and practical support to get someone through a stressful time in their lives.

As we know the benefits system is highly complex, even for an expert and every case is different. That is where we need you, the Benefits Supporter (Digital). While the Digital Buddies have some knowledge of the benefits system, you will have specialist knowledge. Your role will provide vital support to the Digital Buddies, helping them to answer any complex queries that come their way.

This role can fit into your busy schedule. You can provide much needed support from your living room, on your coffee break, or on the train to work. All you need is a smartphone and the drive to help people get through tough times.

### Where

This is a digital role. All you will need is your smartphone and access to Wi-Fi or mobile data meaning you can volunteer wherever you like.

### When

The flexibility of this role means we can work out the most suitable time that you can be available. We ask that Benefits Supporters aim to respond to Digital Buddies within 24 hours to help the service run as smoothly as possible.

### Time Commitment

We initially ask volunteers for a commitment of 12 weeks. After this we can have a catch up and see if you would like to continue, move on to a new challenge or would like to explore other roles with us.

You will also need to complete full training for this role which will all be online. We don't expect the training to take longer than 1 day.

### Tasks involved

As a Benefits Supporter (Digital), you will be on hand to answer complex queries that the Digital Buddies receive from their Connections.

You will be an invaluable resource for the Digital Buddies. Your sound knowledge of the benefits system and application process will help Digital Buddies provide the best service they can.

It is important to add that **your role is not to provide any form of advice**. Your role is providing practical and informational support. The boundaries of the role will all be made clear in your training.

### Skills required

- You will need high level knowledge of the UK welfare system- maybe you work in a benefits related field or you used to.
- Be confident in using mobile based chat apps like WhatsApp.
- Able to use the internet to research and signpost Digital Buddies to helpful information.

### Training and Support

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- All volunteers receive an induction to Turn2us and relevant training for their role.
- Training may be face to face or through online modules, or a mixture of both.
- Volunteers are supported by our Volunteer Project Officer, Volunteer Support Manager and the Volunteer Support Officers.
- You'll receive regular support and updates on the work of Turn2us.

### **What's in it for you?**

- This role is flexible, ideal for someone who wants to help others, but can't commit to a regular day or time.
- You'll feel great knowing you are making a positive change to the lives of people who are struggling to get by financially.
- You'll be fully supported by a national charity which has achieved the Investing in Volunteers (IiV) quality mark for our volunteering programme.
- After a qualifying period of satisfactory volunteering, you'll be able to ask for a reference.
- The role will help further develop your skills and experience and will look great on your CV!

### **Additional information**

- We will need two referees we can contact for their opinions on your suitability for this role.
- It is not mandatory, but we ask that you complete the diversity monitoring form to ensure we are involving as wide a range of people as possible.
- We adhere to current GDPR legislation and will provide you with guidance during training about storing confidential information. Your details will be stored safely and never passed on to other agencies without your prior consent.

Please see our Privacy Policy at [www.turn2us.org.uk/Privacy-Policy](http://www.turn2us.org.uk/Privacy-Policy) for further information on how we will use your information.