

Uttlesford Citizens Advice

Role Description - Disability

Benefits Home Visit Volunteer

Uttlesford Citizens Advice has run a disability benefit take-up project since 2000. The aim of this project is to help people with disabilities and long term health conditions in Uttlesford obtain appropriate benefit entitlements. The team is coordinated by paid members of staff and currently operates with 14 volunteers.



What will you do?

- complete an introduction to Citizens Advice and training for your role
- help clients complete disability benefit forms in their own homes
- help clients maximise their benefit income
- check carers' entitlement to benefits
- check eligibility for Council Tax discounts
- give advice on reducing energy costs
- provide advice on the best ways to pay for modifications to home or mobility aids



What's in it for you?

- make a real difference to people's lives
- learn about a range of issues such as benefits, income maximisation, energy efficiency and support for carers
- build on valuable skills such as communication, listening and analysing
- increase your employability
- work with a range of different people, independently and in a team.
- have a positive impact in your community.

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 and approachable
- be non-judgmental and respect views, values and cultures that are different to your own
- have good listening skills
- have excellent verbal and written communication skills
- be able to understand information and explain it to others
- 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?

We can be flexible about the time spent and how often you volunteer so come and talk to us.



Valuing inclusion

Our volunteers come from a range of backgrounds and we particularly welcome applications from disabled people, people with physical or mental health conditions, LGBT+ and non-binary people, and people from Black Asian Minority Ethnic (BAME) communities.

Uttlesford Citizens Advice is committed to providing a supportive and inclusive culture for all those who need our services, our volunteers, our staff and other stakeholders

We recognise the positive value of diversity, promoting equality and fairness, and challenging discrimination. We welcome our legal duties not to discriminate as a service provider and an employer.

We aim to go beyond the narrow scope of legislative compliance and follow best practice, making equality, fairness and diversity a fundamental part of all our activities. We recognise people with different backgrounds, skills, attitudes and experiences bring fresh ideas and perceptions, and we wish to encourage and harness these differences to make our services more relevant and approachable.

Uttlesford Citizens Advice will not discriminate or tolerate discriminatory behaviour on the grounds of race, colour, sex, gender identity (transgender), disability, nationality, national or ethnic origin, religion or belief, marital / partnership or family status, caring responsibilities, sexual orientation, age, social class, educational background, employment status, working pattern, trade union membership or any other factor.

Contact details

For more information about the work of Uttlesford Citizens Advice, please go to our website www.uttlesfordca.org.uk, where you will find copies of our Annual Report and Impact Report.

For more information about volunteering please email recruitment@uttlesfordca.org.uk or call 01799 618840.



Citizens Advice
Proud to support the
LGBTQ+ community