

Disability and Fitness for Work Benefit Adviser

Volunteer Role Description

Role description

This volunteer position offers an excellent opportunity to support some of the most vulnerable in our community and quickly gain specific experience in a key sector of Welfare Benefits.

Commitment: 8 hours a week either over 1 or 2 days. There will be an initial training period of 2 months.

What we are looking for

- Excellent communication skills
- Being open and approachable
- Ability to communicate clearly both orally and in writing
- Ability to sift through information and extract what is relevant
- Basic mathematical skills, including percentages
- Respect for views, values and cultures that are different to their own
- An understanding of why confidentiality is important.
- Being open to using computers on a regular basis.
- A positive attitude to self-development and assessment.
- Ability to work as part of a team.
- Ability to recognise their own limits and boundaries in the role.
- Understanding and operating within the aims and principles of the Citizens Advice Service and its equality policies

What you will do

- You will help with the applications and challenges/appeals for people applying for Disability Benefits (e.g. Personal Independence Payments, Disability Living Allowance for children, Attendance Allowance (for over 65s) and the 'fitness for work' assessment element of Universal Credit.
- To support clients with these benefits, you will be trained in the complex legislation behind them and then, with understanding of an individual client's situation, complete applications, and identify and draft "grounds for appeal" documents to challenge DWP decisions and appeal to an independent tribunal.

Next steps

Please complete the online application form via our website or by [clicking here](#)