

Volunteer Role Description



Title of Role: Volunteer Blue Badge Parking Permit Form Filler

Purpose of the Role

The purpose of the role is to support the Welfare Benefits Team by providing face-to-face office appointments with clients and support them to complete the application forms for a Blue Badge Parking Permit.

Main Activities/ Tasks

- To assist clients to complete the applications with full, relevant and accurate details.
- Contact clients to arrange appointments and determine the outcomes arising from the application process/form filling assistance.
- To seek support from your Line Manager as necessary to ensure a quality of service, accuracy and good practice.
- To maintain accurate records of each appointment conducted using our Case Management System and collate monitoring and statistical information.
- To undertake other administration tasks that may be necessary to support the role including the use of digital tablet to take blue badge photographs.
- To commit to at least one day per week.

Qualities/ Experience/Skills

Excellent verbal, written communication skills and listening skills are essential to fulfil this role. Must have a friendly and approachable disposition. Maintaining confidentiality, when dealing with all clients, is an essential part of this role. Having the ability to identify relevant information and respond appropriately to different situations is required. Be able to demonstrate empathy with the client and be able to understand their emotional needs. Have the ability to discuss issues of a personal nature with a sensitive and non-judgemental approach. Computer skills/experience is necessary as the Case Management/Information System is computer based. A good knowledge of disability related issues and benefits is desirable but not essential as full training will be given.

Training

Each volunteer will have a full Induction to familiarise them with the overall working practices of the organisation. Full in-house training will be given. Initial shadowing of an existing volunteer during office appointments will be undertaken to prepare the volunteer for the specific tasks that their volunteering role will focus on.

Location:

DIAL Doncaster, Unit 9, Shaw Wood Business Park, Shaw Wood Way, Doncaster, DN2 5TB.

Main Point of Contact

Matthew Bond