

Volunteer Benefits Advisor Information Pack

Thank you so much for considering starting your volunteer journey with Pregnant Then Screwed. Your dedication will help us to continue to support the lives of working parents across the country.

To apply for the role please take a look at the Role Description and Person Specification below. If it sounds like the right volunteer role for you please email sumaiya@pregnanthenscrewed.com with a one page cover letter explaining why you'd be a fab addition to our awesome team of Benefits Advisor volunteers, along with your most recent CV. We'd appreciate if you could also complete our Equality & Diversity form linked here, once you've submitted your application.

What you can expect from the volunteer recruitment process:

- Applications will be considered on a rolling basis and will close once the position has been filled.
- We will arrange a short 1:1 chat with one of the PTS team
- Once all the paperwork has been returned we will get you onboarded and give you a start date

Role Description

Role Title	Benefits Advisor
Location	Home-based
Reporting To	Support Services Administrator
Time Commitment	<p>Minimum of 2 hours per week, as mutually agreed upon with PTS.</p> <p>A commitment to volunteer with us for at least 6 months - dependant on individual circumstances, e.g. we would welcome a discussion with applicants who are due to go on maternity/paternity leave and can flex their 6 month commitment around their periods of leave.</p> <p>Additional time may be required for periodic training sessions or team meetings.</p>
Main Role Purpose	<p>The Benefits Line Advisors play a vital role in providing support and guidance to working parents on welfare rights and benefits via our Benefits Clinic. Volunteers will offer advice, listen empathetically, and provide information about benefits available to callers, give guidance on how to apply and share available resources.</p>
Key Responsibilities	<p>Deliver Benefits Clinics to service users, i.e.</p> <ul style="list-style-type: none">● Schedule and deliver benefits appointments● Give guidance on benefits available to service user, including details on how to apply● Support service users to understand benefits entitlements● Respond to inquiries, offer advice, and provide information on parental entitlements and available resources. <p>Share Knowledge and Resources, i.e.</p> <ul style="list-style-type: none">● Stay updated on available benefits for working parents.● Utilise available resources and training to provide accurate and up-to-date information to individuals seeking assistance.● Direct individuals to relevant resources, support networks, and organisations that can provide further assistance. <p>Demonstrate Empathy and Professionalism:</p> <ul style="list-style-type: none">● Display empathy and active listening skills, acknowledging the challenges faced by working parents and providing a supportive and non-judgmental environment.● Maintain professionalism in all interactions, adhering to the organisation's guidelines and policies regarding appropriate conduct and language. <p>Maintain Confidentiality:</p>

- Respect and maintain the confidentiality of all individuals who seek support, ensuring that their personal information remains secure and protected.
- Adhere to PTS's policies and procedures regarding data privacy and confidentiality.

Documentation and Reporting:

- Accurately record and document interactions with individuals, ensuring that essential details and inquiries are captured in PTS's systems or databases.
- Provide periodic reports to the Support Services Administrator on the nature of inquiries and trends observed.

Person Specification

Essential Skills/Qualification

- At least two years' experience in a welfare rights advice role
- Up to date knowledge of welfare benefits
- Excellent communication skills, including the ability to convey information clearly and concisely.
- Empathy, active listening skills, and the ability to provide non-judgmental support.
- Ability to maintain confidentiality and handle sensitive information with discretion.
- Reliable and committed to volunteering for a minimum of 2 hours per week.
- Comfortable using technology, including phone systems and email platforms.

Desirable Skills/Qualification

- A parent
- Lived experience of maternity/paternity /pregnancy discrimination