



# Admin Assistant

## Role Purpose

To assist our busy advice and advocacy service by supporting a DASH employee liaising with clients and checking paperwork is kept updated.

## Role Description

Volunteers will demonstrate excellent communications skills and willing to spend time listening to the clients that they are supporting. Calling clients to check if they have received any information regarding their benefit claims. Updating any information given onto our system. Recording/typing up any notes relevant for the client. To collect dates of when their benefit claims begin and end.

## Commitment & Location

Volunteers need to be able to commit to a regular slot maybe once a week or once a month. They should be happy to meet at the DASH office in Hayes or help over the telephone.

## Qualities/Experience

- Good interpersonal skills
- Good Computer Skills
- Trustworthy and Reliable
- Knowledgeable and understanding of confidentiality and Data Protection. (GDPR)
- The ability to handle sensitive subjects with empathy
- Good reading and writing skills
- Sociable and approachable.

## Main Responsibilities

- To contact clients regularly, once a month to check if there are any changes to their benefits.
- To ring clients to check their assessment date and whether their appeal has been successful or not.
- Updating claims awarded and adding notes regarding the client on our computer system.
- To type up any notes/information the client may have shared.
- Feeding back information to your supervisor/Manager
- To Be happy to shadow, work alongside a DASH employee.
- Meeting with clients, asking questions and collecting the relevant information.
- To uphold respect, trust and confidentiality.

## Training

Full training will be provided. You will be shadowing a DASH employee until you have completed your relevant training.

Reference checks will be required and a DBS will need to be obtained, the cost of this will be covered by DASH.

## Benefits



Volunteering will provide a great opportunity for you to learn new skills, meet new people and help others. You may be looking for something to help build your confidence or fill your spare time. Volunteering gives you a great sense of achievement and looks great if you are trying to boost your CV. DASH will reimburse you for any expenses incurred while volunteering.

**To apply for this role:**

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