

UNIVERSAL CREDIT ESSENTIALS

Volunteer Adviser Job Description

Role Outline

UCE provides information, advice and support to those claiming or looking for more details about Universal Credit. Our advisers use our online platforms to provide:

- accurate and up to date information about Universal Credit;
- advice on individual circumstances;
- support to deal with issues for individual claims;
- help keep our online community a welcoming, supportive and caring place.

Skills, Attitudes and Experience Required

- No formal experience required.
- A keen interest in benefits and providing advice.
- A non-judgemental attitude.
- Ability to provide information and support through online platforms.

UCE will provide all the information required to allow volunteers to respond to queries.

Benefits for you as a volunteer

- Make a real difference and have a positive impact on people's lives.
- Learn about a range of issues that affect our clients including benefits and maximising income.
- Build on valuable skills such as communication and problem solving.
- Be part of a team with a shared interest.
- Meet new people (online) from a range of backgrounds.

Location

All our support is provided through online platforms and can be carried out from home.

When

As we provide an online platform there is flexibility in what hours/availability we expect.

Support

UCE has a close knit team of volunteer advisers who are always happy to help in the role. Each volunteer will have a named contact as Volunteer Manager who offers support.

How To Apply

Contact UCE - info@uceplus.co.uk

Any Questions

Contact UCE - info@uceplus.co.uk