

## Volunteer "Paper Pals"

Paper Pals is our new volunteer led project, utilising the form filling capability many potential volunteers already possess. This builds on our successful Money Mentor debt advice service.

You may be a current or previous recipient of benefits; carer of disabled family member; an expert by experience in claiming benefits, or a community member who want to learn how to support others to obtain the benefits they are entitled to. Once trained our peer 'Paper Pals' will be able to complete forms such as: PIP, ESA, Housing & Council Tax benefits, Discretionary Housing benefit as well as Grant applications for white goods etc.

We are very aware that how these vital forms are completed have the capacity to change someone's outlook and perception of their life but believe there are many people in the community who are able to undertake this role.

In the last year we achieved financial gains for people using our services of over £253,000. This was achieved mainly in the form of benefit back payments and ongoing confirmed payments.

**Location:** Accommodation Concern offices

**Hours:** Variable but minimum of 6 months commitment and 3-6 hours per week

**Duties:** To play an active part in the Accommodation Concern Advice Centre team, including:

- Delivering high quality, non-judgemental support to complete forms
- Providing a warm and welcoming atmosphere to clients
- Assisting with administrative duties related to client casework including using an online database (training provided)
- Attend monthly team meetings

**Reporting to:** Advice Team Leader

Minimum age: 18

Contact: Tina Dutton

Email: [Tina@a-c.org.uk](mailto:Tina@a-c.org.uk)

Office  
01536 416560

Email  
[help@a-c.org.uk](mailto:help@a-c.org.uk)

Website  
[www.accommodationconcern.co.uk](http://www.accommodationconcern.co.uk)