**CLIENT ADMIN SUPPORT VOLUNTEER**

Disablement Association Hillingdon known more commonly as DASH, is a user-led charity based in Hillingdon. DASH challenges people’s perceptions and encourages disabled people of all ages to reach their full potential. We provide advice, support and activities that allow disabled people to take control of their lives and become more independent, confident and part of the community. DASH is an inclusive organisation and promotes independence to every individual’

**Can you spare 2/3 hours per week to assist our busy advice and advocacy service by supporting clients completing basic application forms?**

**Responsibilities** – Asking questions, listening and filling in forms based on client’s responses with relevant information in relation to their claim for a disability related benefit. Recording information on our computer system and feeding back to our supervisor/Manager.

**Commitment** – This role will be a regular slot with hours arranged to suit you and our staff. You may see a client in our office based in Hayes or at our Hub in Uxbridge.

**What you’ll bring** – We are looking for individuals with good interpersonal skills, who are reliable, trustworthy and discreet. An individual who has the ability to handle sensitive subjects with empathy and who understands confidentiality and data protection. Good reading and writing skills and an attention to detail are required.

**Training** - Induction and on the job training will be given and you will also take part in regular supervision sessions.

**What’s in it for you? -** You will be joining a dedicated team who help support our service users and their families. Volunteering provides a great opportunity to learn new skills, meet new people and help others. You may be looking to build your confidence or to fill your spare time. Volunteering gives you a great sense of achievement and looks great if you are trying to boost your CV.

We are happy to provide references after volunteering for a 6-month period. DASH will reimburse you for any reasonable expenses incurred while volunteering.

**How to apply for this role? –** To apply for this role please contact us to receive an H4All Volunteer Application form: [Volunteerhub@h4all.org.uk](mailto:Volunteerhub@h4all.org.uk)