

The Role of the Admin Care Officer

This role is best suited to volunteers looking to make a three to five year commitment. This will give the best opportunity for the volunteers to really use the training they will be receiving as part of their induction.

The amount of time spent visiting will vary depending on the number of requests for support that are made. The Provincial Almoner will be able to provide details of the typical time commitment in your post coded area.

Sample activities:

- Contacting applicants to arrange a suitable time to visit and complete an application to the Masonic Charities Foundation and/or West Lancashire Freemasons Charity
- Visiting existing beneficiaries to complete an application form for renewal of support
- Completing an application form, preparing a supporting report and checking relevant documents

Responsibilities:

- Contact and visit applicants as soon as possible after receiving a request
- Complete application forms and check documents to confirm income / capital / savings etc. and any other relevant information
- Check applicant is in receipt of relevant state benefits and, if appropriate, signpost the applicant towards obtaining state support
- Prepare an objective, detailed report for submission with the application
- Submit the completed application form and documents without unnecessary delay
- Maintain confidentiality of applicants in accordance with the Data Protection Act
- Obtain assistance from the Advice & Support Team when appropriate
- Visit existing beneficiaries to carry out a review of finances and circumstances and submit review documents without unnecessary delay
- Successfully complete initial and regular ongoing training as required for the role

- Act in accordance with the Volunteer Agreement

Key skills:

- Caring nature
- Ability to remain objective
- Good level of literacy, numeracy and IT skills
- Understanding of confidentiality and commitment to safeguarding personal information
- Organised approach
- Knowledge of state benefits is helpful, but is not essential as full training will be provided

Other requirements:

- Access to own computer with printer and email
- Available to make visits at times convenient to applicants
- Experience in a caring/support role is desirable but not essential
- Access to own transport
- Expenses for the Foundation only will be reimbursed for reasonable out of pocket expenses in line with the expenses policy.

Training:

- Admin Care Officers are provided with extensive training for the role. All volunteers must successfully complete an induction training course, followed by a small number of accompanied visits. It is expected that all Admin Care Officers (Visiting Volunteers) will attend refresher training at intervals throughout their time as a Admin Care Officer.

Provincial responsibilities:

- The Provincial Almoner may choose to combine the role of Admin Care Officer with additional local responsibilities. Full information will be provided by him, who will also provide any additional training required.

EH

6 July 2018