

**Potential volunteer roles**

<b>Job Title</b>	<b>Role/s</b>	<b>Duties</b>
<b>Client Liaison Volunteer</b>	Monitor advice outcomes	Ring clients to find out benefit awards, results of transport applications etc and feedback to caseworker
	Enquiry Line follow-up	Check with callers whether information given (eg other agencies to contact) useful / appropriate and acted upon
	Follow up 'dormant' Direct Payments applications	Ring clients to find out if still interested in Direct Payments and feedback to caseworker
	Customer feedback	Assist with user questionnaires, telephone interviews, sampling surveys etc
<b>Newsletters Volunteer</b>	Support staff teams responsible for 'The Mole', 'Your Directions' and 'Involve' newsletters	Assist in preparation (eg edit Mole 'Your Page' by working with readers to encourage contributions)
		Improve impact by extending distribution and updating mailing lists
		Send out copies
		Produce and distribute versions in other formats (audio, large print etc)
<b>Members' Activities Volunteer</b>	Work with staff to develop activities and opportunities for DASL members	Help organise AGM, social events, meetings and other activities
<b>Resources Volunteer</b>	With the Information Worker and other staff, organise and update advice, information and direct payments resources	Organise, tidy, develop Information Resource and Direct Payments Resource Collection
		Order free leaflets and literature (eg DWP, Lambeth Council)
		Update notice-board displays
		Update advice reference books
		Circulate and file periodicals
		Assist in preparation of factsheets
<b>Direct Payments Recruitment Volunteer</b>	Support Direct Payments team in recruitment of personal assistants for clients	Prepare recruitment packs with caseworker
		Assist in advertisement of posts
		Log applications and send out packs
		Collate applications and liaise with caseworker and client
		Help set up interviews
		Provide 'reception' service for interviews
Prepare invoices to DP clients for DASL recruitment costs		

<b>Job Title</b>	<b>Role/s</b>	<b>Duties</b>
<b>Office Administration Volunteer</b>	Assist staff in a range of administrative duties	Deal with post, photocopying etc
		Assist with preparation of monitoring and other statistics
		Support staff with wordprocessing and basic database tasks
		Assist with newsletters, resources, Direct Payments recruitment etc as needed
<b>User Involvement Volunteer</b>	With the user involvement worker and other staff, develop DASL's campaigns and user involvement work	Help research current issues
		Assist in preparation of 'Involve'
		Help organise meetings, consultations etc for members, service users and other disabled people on key issues
<b>Independent Living Support Volunteer</b>	Provide information and support to Direct Payments and other DASL clients	Provide information on disability services, local social and recreational opportunities
		Refer people to other service providers, liaising with DASL caseworkers as appropriate
		Help with self-assessment of community care needs
		Provide peer support / befriending
<b>Advice Volunteer</b>	Provide information, general advice and basic casework on a range of issues	Support the Information Worker in dealing with Enquiry line queries
		Provide initial level casework on specific benefits (eg Disability Living Allowance applications, Incapacity Benefit [IB50] questionnaires, Income Support / Housing & Council Tax Benefits applications)
		Apply for Social Fund grants / loans and charity grants
		Complete housing transfer forms
		Make applications for accessible transport services (eg Freedom Pass, Taxicard, Blue Badge)
		Help clients apply for community care assessments and reviews