

A stylized illustration of a hand holding a job pack. The hand is blue and purple, with the fingers pointing towards the right. The job pack is a white sheet of paper with a colorful illustration of a village scene. The village features white houses with dark roofs, a stone bridge over a river, and a green landscape with trees and a gazebo. The background is a solid purple color.

**More Money for You  
Service  
Support Worker  
Job Pack**

Dear Applicant

**Re: More Money For You Service Support Worker Pembrokeshire, Carmarthenshire and Ceredigion**

Thank you for your interest in this position.

This booklet gives information on Age Cymru Dyfed and our aims and objectives together with details of the role and the essential skills we feel are needed to fulfil it effectively.

There is no formal closing date. Applications will be reviewed as received until the position/s is/are filled. If you are interested, please therefore apply as soon as possible.

If you feel the role is for you, please complete the accompanying application forms and return to [recruitment@agecymrudfyfed.org.uk](mailto:recruitment@agecymrudfyfed.org.uk).

If you are selected for interview, we will be in touch to discuss the interview process and arrange a mutually convenient time.

Regards

Caroline Davies

Head of Business Services/Deputy CEO

# Who we are – Age Cymru Dyfed

Age Cymru Ceredigion and Age Cymru Sir Gâr merged to form Age Cymru Dyfed in April 2020, supporting older residents across Pembrokeshire, Carmarthenshire and Ceredigion, the Dyfed region. The organisation is dedicated to helping individuals aged 50+ maintain independence for as long as possible and make the most of later life through a range of support and services.

The Dyfed region is popular with tourists and boasts beautiful coastlines and scenery, with almost 50% of its residents aged 50+. The rural nature of the region can make it difficult for older people to access services and stay connected to communities. Age Cymru Dyfed is aiming to achieve four operational and two organisational strategic objectives over the next three years:

	Reducing isolation and loneliness		Improving health & mobility and reducing the impacts of frailty
	Improving service users financial positions		Promoting access, choice and independence
Operational			
	Transforming ways of working		Sustainable funding

Age Cymru Dyfed are proud to have achieved many accreditations that recognise the quality and standard of the work we deliver. ACD are committed to providing the highest quality support and services to individuals aged 50+, their family and carers.

# Who we are

Age Cymru Dyfed operates across Pembrokeshire, Carmarthenshire, and Ceredigion, supporting individuals over 50 to maintain independence and make the most of later life. We do this through a range of services including:

- Information advice and assistance
- Digital support
- Home help
- Advocacy
- Dementia support,
- Veteran support
- Befriending events and activities.



Our Information, Advice and Assistance Service supports every facet of later life, from how to access community care, to free benefits checks such as Carer's or Attendance Allowance and Pension Credit.

Our project Befriending Life Links helps reduce loneliness and isolation through friendship, social connections, and support getting out and about.

Digital Inclusion upskills the over fifties with online shopping, banking, and video calls skills, while our Advocacy Services help individuals express their views to ensure their rights are upheld.

There is also Dementia Advice and award-winning Byw Adref home support - all helping to enhance later life in Dyfed.

# More Money for You service Support Worker, Pembrokeshire, Carmarthenshire and Ceredigion

## Purpose of job

- To be a key part in the delivery of the More Money for You service for older people within the counties of Pembrokeshire Carmarthenshire and Ceredigion.
- The aim of this service is to support people 50+ by providing benefit checks and ensure they are receiving all of the benefits they are entitled to.
- As part of the Information and Advice Team you will provide support with administration, follow-up calls and confirm benefit awards
- To ensure that the policies of Age Cymru Dyfed, particularly the Equality and Diversity, Health and Safety and Confidentiality policies and other client care practices, are correctly adhered to.
- To work with other members of the team to improve the effectiveness of Age Cymru Dyfed.
- To contribute to Age Cymru Dyfed's social policy work.



The More Money For You service has a team of trained Information & Advice officers.

This role will provide both short term and long term support for people living within Dyfed.

# More Money for You service Support Worker, Pembrokeshire, Carmarthenshire and Ceredigion

## Main duties and responsibilities

- Provide administration support to the Information & Advice officers
- Carry out follow-up calls to clients to confirm benefit awards.
- Develop a working knowledge of the information resources and office systems, which support the advice service, using them effectively and contributing to their continuous improvement.
- To provide and maintain statistical information and case records in line with data protection regulations.
- To work as part of a team with other staff and volunteers.
- To listen to the concerns and issues experienced by clients in order that you can provide effective and holistic support solutions.

# Skills, Qualities and Experience

Skills, Qualities, and Experience	Essential (E) or Desirable (D)
The ability to listen and communicate effectively and establish a good rapport with people.	E
Ability to prioritise own work, meet deadlines and manage a caseload.	E
A knowledge and understanding of the complex and difficult issues faced by older people living in West Wales	E
Ability to use IT packages including Outlook, Word & Excel	E
An understanding of clients with complex health issues	E
An awareness of primary legislation in Wales seeking to address these issues.	E
A broad understanding of health and social care issues for older people and those who care or support them.	E
Experience of adhering to policies and procedures, including those linked to consent, GDPR, adult safeguarding, etc	E
The ability to work objectively, in a person-centred way, effectively liaising with others including but not limited to clients, their carers, health and social care professional, other providers of service, etc	E
Experience of and commitment to collaborative working and co-production.	E
Spoken and written Welsh to a minimum of level 3.	D
Previous experience of working with older people.	D

## Additional requirements

- Satisfactory Enhanced DBS check and personal references
- Current full UK driving licence and full use of a car for work purposes with the appropriate business insurance cover in place

# Age Cymru Dyfed - Additional Benefits



31 days annual leave inclusive of bank holidays at commencement of employment rising annually with 1 additional long service day for the first 5 years of employment.



Employer contribution to Government Nest Pension Scheme



Employment Assistance Programme - a confidential employee benefit designed to help you deal with personal and professional problems that could be affecting your home life or work life, health, and general wellbeing. Our EAP service provides a complete support network that offers expert advice and compassionate guidance 24/7. It offers a range of employee benefits including:

Free 24-hour confidential helpline to assist with Health and Wellbeing including support with:

- ✓ Stress and Anxiety
- ✓ Counselling
- ✓ Family Issues
- ✓ Bereavement
- ✓ Financial Wellbeing
- ✓ Childcare Support
- ✓ Relationship Advice
- ✓ Legal Information
- ✓ Medical Information
- ✓ Tenancy and Housing Concerns
- ✓ Alcohol and Drug Issues
- ✓ Consumer Issues



24-hour access to Virtual GP Service for employees and their family



Access to a range of discounts via the “Blue Light Card “Scheme



Eyecare Voucher Scheme