

Job Description

Job Title	Benefits advisor
Salary	Actual Salary £14,977.70 (£24,962.83 FTE)
Hours of work	22.5 hours per week.
Working pattern	Flexible
Place of work	67 High Street, Thornbury, BS35 2AW.
Annual leave	25 days annual leave (increasing to 28 after 3 years' service), plus public holidays pro-rata.
Status	Permanent
Other	Willingness to drive – hold a valid UK driving licence

Job Purpose
<ul style="list-style-type: none"> • To work as part of the Information and Advice (I&A) team, to provide specialist advice and support to maximise the income and resolve benefits queries. Complete Benefit Forms for clients across the county. • The focus of the post will be on undertaking welfare benefit entitlement checks and supporting completion of the relevant claim forms. • To Provide generalist advice regarding social care, housing options, and local services, and to deliver a holistic, comprehensive service that responds to the client's full range of needs. • The post holder will also be required to provide support to volunteers who will support various functions of the role in delivering the required service to meet contractual targets.

Responsible to
Information & Advice Manager
Contacts
The post holder will work with members of the public and /or their family members, in their homes. With key staff, including the Information and Advice team as well as the wider staff team. In addition to volunteers, South Gloucestershire Advice Consortium member agencies, other voluntary organisations & community groups and Age UK National.
Key Responsibilities
<p>The post holder is expected to demonstrate an acceptable level of competence in their role for each of the key duties and responsibilities listed below. Competence means demonstrating the required skills, abilities, attitude and behaviours in your work role.</p> <p>Communication and customer service</p> <ol style="list-style-type: none"> 1. Undertake welfare benefits entitlement checks and provide specialist support and advice to assist with claiming entitlements and resolving queries via telephone, home visit, office appointments and outreach arrangements as appropriate 2. Provide support to I&A volunteers in client interactions as well as staff from other departments to ensure quality assured advice provision across the charity 3. Provide generalist advice on social care, housing options and local services to clients in the spirit of offering a holistic support service 4. Provide basic energy-efficiency related information and advice where applicable to help maximise income and reduce energy costs 5. Have a good understanding of the boundaries of the advice service and make onward referrals or signpost elsewhere where appropriate 6. Work closely with partners to foster and effectively maintain positive working relationships <p>Planning & Organisation</p> <ol style="list-style-type: none"> 1. Ensure all contractual deadlines and targets are adhered to as a key priority 2. Effectively manage your own diary and workload including client-facing appointments, team meetings, and other administrative tasks 3. Ensure that your own case load is progressed in a timely manner 4. Be pro-active within the role and provide cover for team members in their absence where appropriate and reasonable.

Recording & Monitoring

1. Prepare and complete all monitoring returns and reports required, this will include providing data and other information relating to the delivery of the service
2. Ensure that all outcomes and codes are entered onto Charity Log in a timely way, including following up on estimated gains to record actual outcomes
3. Be responsible for own administration, working in close cooperation with administration staff and volunteers

Charity Focus and Team work

1. Assist in attending events and other outreach activities to promote the I&A service
2. Engage in informal catch-ups and team meetings to maintain continuous flow of information and peer support throughout the team
3. Work flexibly with team members

General Responsibilities

- Ensure that all administration protocols and procedures are efficiently undertaken.
- Attend supervision sessions & other meetings as required by the CEO.
- Maintain a commitment to professional development through a combination of both formal and informal methods, including attendance at mandatory training and meetings as directed.
- Uphold the highest standards of personal conduct in all matters relating to the role, working within all policies and procedures of AUKSG.

Other Duties

This job description is intended as a guide to the general duties required of the post. The post holder may be required to undertake training and perform duties other than those given in the job description. The duties and responsibilities attached to posts may vary from time to time. Such variations are a common occurrence and would not justify the re-evaluation of a post. Where a permanent and substantial change in the duties and responsibilities occurs, then the post would be eligible for re-evaluation.

Disclosure and Barring Service (DBS)

This post is subject to a satisfactory enhanced Disclosure and Barring Service check, which will disclose all cautions, reprimands and warnings as well as convictions. In addition to completing this application form, you are required to provide us with details of all spent and unspent convictions. Please send this information to us under separate, confidential cover to the Chief Executive Officer. Remember to include your name, address and the position for which you are applying. We guarantee that the information you provide will be used fairly and will only be seen by those who need to see it as part of the recruitment process.

A criminal record will not necessarily bar you from the advertised position. This will depend on the nature of the position and the circumstances and background of your offences. However, failure to reveal this information could lead to the withdrawal of an offer of employment or disciplinary action.

Equal Opportunities

All employees have a responsibility to understand and abide by the obligations laid down in the organisation's equal opportunities policies.

Health and Safety

All employees have responsibility for their own health and safety and for that of others who may be affected by their acts or omissions. Staff members are required to adhere to all health and safety regulations, guidance and procedures at all times.

Confidentiality

All employees are expected to respect confidentiality in relation to Age UK South Gloucestershire business, client and service user data.

Person Specification

Essential Criteria

- Ability to diagnose a problem without bias or prejudice.
- Ability and commitment to increasing knowledge and skills relevant to the provision of support to older people.
- Excellent administrative and personal organisational skills.
- Excellent interpersonal communication skills and a range of written communication skills for a variety of audiences and purposes.
- A confident and articulate telephone manner.
- Good presentation skills.
- A good level of IT skills, including using Microsoft Office packages such as Word, Excel, PowerPoint and Outlook.
- Ability to establish and maintain effective working relationships with a wide range of people and other agencies.
- The ability to organise and prioritise a challenging workload effectively.
- Ability to use initiative and work independently, but also to work cooperatively as part of a team when necessary.
- An understanding of the issues faced by older people and a commitment to the aims and objectives of AUKSG.
- Commitment to promoting and supporting equal opportunities & diversity.
- Commitment to data protection and confidentiality.
- Willingness and ability to travel as required (The nature of this post will require regular travel throughout South Gloucestershire and occasionally further afield; therefore, access to and the use of a reliable car is highly beneficial).

Desirable Criteria

- Experience of working in an advice-giving capacity in either a paid or a voluntary capacity.
- Knowledge and understanding of current welfare benefits and pensions relevant to older people.
- Knowledge and understanding of working age benefits.
- Experience of providing advice in other areas of social welfare law.
- Knowledge and understanding of community care and housing.
- Experience and ability to assist clients with the explanation and completion of complex application forms.
- Experience of working with older people.
- Knowledge of more advanced legal information and experience in completing forms, such as Powers of Attorney.
- Sound geographical knowledge of South Gloucestershire.