



**SPELTHORNE SUPPORT ADVISER
INFORMATION & ADVICE TEAM
Job Description**

Post	Part-time, flexible 28 Hours per week
Salary	£24,000(FTE),
Place of work:	Spelthorne and Milford Office / Home working
Hours of work:	28 hours per week
Reporting to:	I&A Manager

Job Offer and Employment subject to satisfactory Right to Work Checks and Enhanced Disclosure & Barring Service (DBS) check

Purpose of the Job

- To respond to a wide range of enquiries from the Spelthorne area and provide person centred support to help improve older people's wellbeing, independence and finances.
- The Advisor will deliver a person-centred approach to include assisting with the application of welfare benefits, organising care needs assessments, identifying sources for suppliers of personal care and domestic tasks and if appropriate signposting to other organisations.
- The Advisor will also talk to the client about their goals and signpost them to local events and social activities that may enable them to develop new interests. They will also ascertain whether the person would benefit from Befriending support and refer to the Age UK Surrey wellbeing team as appropriate.
- The Advisor will undertake a telephone assessment and carry out a home visit if appropriate, depending on the needs of the client.

Main duties:

- To answer and research enquiries by telephone, email, letter or in person on a wide range of social welfare, care and health topics.



- To provide knowledgeable and accurate welfare benefits and housing advice to clients assessing entitlements in order to maximise income and as required, make welfare and Housing benefit claims by the completion of complex applications to meet deadlines.
 - Identify and assess whether the client would benefit from support of the Wellbeing befriending service, including liaising with Adult Social Care Teams, GP practices, Social Prescribers and other external organisations.
- To deliver the service to clients at home, or in an outreach location including hospitals, Wellbeing Centres, Citizens’ Hubs and Doctors’ surgeries and other venues as required.
- To keep confidential and detailed records to ensure accurate statistics are recorded for monitoring requirements and comply with GDPR and Data Protection Regulations.
- To keep working knowledge up to date, including local and national services and changes to the benefit system, which affect older people
- To liaise with internal and external support services and partners and refer to other Age UK Surrey services where relevant
- To assist with training volunteers to carry out home visits
- To work in accordance with all Age UK Surrey/departmental policies and procedures ensuring service quality standards are met
- To carry out any other reasonable duties as requested by management for the efficient running of the organisation.

The attributes that are important to this role include:

- Good organisational and communication skills
- The ability to support older people sensitivity
- Excellent listening skills
- Reliability
- Confidentiality
- Attention to detail
- Digital literacy

Person Specification

E	Essential	A	Application Form
D	Desirable	I	Interview



1. EXPERIENCE

Characteristic	E	D	Assessment
Experience of team working and able to work on own initiative	E		A/I
Knowledge or experience of the Spelthorne area Knowledge of social care and health support services in Spelthorne.		D	A/I
Experience of working with a complex and demanding casework load	E		A/I
Experience and knowledge of Welfare Benefits & Housing	E		A/I

2. KNOWLEDGE AND SKILLS

Characteristic	E	D	Assessment
Understanding and appreciation of the communication needs of older people and persons at risk		D	A/I
Excellent knowledge of Microsoft Office programs including Word and Excel	E		A/I
Awareness of the function of Age UK Surrey services and support		D	A/I

Working conditions:

- The nature of this post will require travel therefore a requirement of this post will be access to and the use of a reliable car and a current driving licence or willingness to use public transport.
- This post will involve some lone working therefore the advice and guidance of Age UK Surrey must be followed.