



Housing Support Information & Advice Job Pack



Dyfed
age Cymru

Dear Applicant

Re: Housing Support Information and Advice Officer

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.

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
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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.

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 benefit 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, award-winning Byw Adref home help, and Veteran's in View - all helping to enhance later life in Dyfed.

Pembrokeshire Housing Support Service

Funded by the Housing Support Grant awarded to the Pembrokeshire County Council by Welsh Government. The vision for the Housing Support Programme is:

“A Wales where nobody is homeless, and everyone has a safe home where they can flourish”.

The key part of the service is the delivery of housing related floating support for older persons within the county of Pembrokeshire. The objective of this service is to support people to remain living independently within their own homes and prevent or relieve homelessness wherever possible by providing dedicated housing orientated support interventions to older people, signposting complex/or legal work to appropriate 3rd sector partners.

The service is tenure neutral and will work with people who live in private rented accommodation, social housing or their own homes with the aim of building personal and wider community resilience and to live healthier and connected lives in their own homes as long as possible. Thereby, reducing the demand on social care, health and other statutory services.



The service will comprise a team of trained Housing Support Information & Advice officers, supported by a service administrator, who will provide both short term or long term support for people living within Pembrokeshire.

Service provision will be adaptable and could either be, face-to-face in the home/office, and/or telephone to meet the needs of the individual.

Age Cymru Dyfed Pembrokeshire Housing Support Service

Key responsibilities of the role:

- Provide advice covering a range of topics including (*but not exclusively*); Welfare Benefits, Housing, Social Care and local services.
- Provide support in managing financial issues, maximising income, payment plans, budgeting and claiming welfare benefits.
- Provide support to older people to build personal and wider community resilience and live healthier and more connected lives in their own homes for as long as possible, thereby, reducing isolation, loneliness and increasing their independence.
- Provide support with available housing options, e.g., private rented, social housing, shared accommodation.
- Work with partners to obtaining aids and adaptations to assist individuals in remaining independent in their home and reducing the impact of frailty.
- 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.
- Keep up to date on relevant changes in the law, policies, and procedures, both locally and nationally, as they apply to and affect older people and their carers.
- To provide and maintain statistical information and case records in line with data protection regulations.
- Contribute to the maintenance of local information systems.
- To work as part of a team with other advice staff and volunteers.
- To liaise with outside agencies including Social Services and Department for Works and Pensions on behalf of clients, and for the purpose of establishing close working links.
- To make home / outreach visits as necessary
- To assist with the training and supervision of the advice volunteers.
- Promote the service to local partners and those over 50.

Experience of delivering Welfare Benefits Advice is required.

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
A knowledge and understanding of the complex and difficult issues faced by older people living in West Wales	E
An understanding of housing related issues and what options are available.	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
The ability to work with a high degree of autonomy; to manage time effectively and prioritise referrals that target those in greatest need.	E
Experience of and commitment to collaborative working and co-production. The ability to make home visits as necessary.	E
Knowledge of the welfare benefits framework and the ability to undertake benefits checks and provide advice to level 3 of the advice framework.	E
A knowledge of the framework and organisation of service providing agencies relevant to older people living with Dementia and their well-being needs across Dyfed	D
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

This job description is intended as a summary of the main elements of the job described. They may be varied from time to time in consultation with the job holder without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

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 (Pro rata)



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