



HSG Administration & Receptionist Job Pack

Dear Applicant

**Re: Age Cymru Dyfed Project Administration and Receptionist
Haverfordwest office**

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@agecymrudymfed.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:



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, award-winning Byw Adref support, and Veteran's support - all helping to enhance later life in Dyfed.

Age Cymru Dyfed Pembrokeshire Project Administration and Receptionist

Funded by Pembrokeshire County Council Housing Support Grant (HSG)

The HSG is an early intervention grant programme to support activity, which prevents people from becoming homeless, stabilises their housing situation, or helps potentially homeless people to find and keep accommodation. It supports vulnerable people to address the, sometimes multiple, problems they face, such as debt, employment, tenancy management, substance misuse, violence against women, domestic abuse and sexual violence, and mental health issues. Support is person centred, aimed at supporting people to secure and maintain sustainable housing by addressing the mental health and substance misuse or other problems they face, helping to improve their health and well-being and/or helping them progress into, or nearer to, a job or training opportunity based on their specific circumstances.

The key part of the role is to provide support to Age Cymru Dyfed's Housing Support Information & Advice Officers in Pembrokeshire.



The service comprises of a team of officers in Pembrokeshire, who are supported by a Project Manager. This role is based in the Haverfordwest office and covers Pembrokeshire.

Age Cymru Dyfed Pembrokeshire

Project Administration and Receptionist

Key responsibilities of the role:

- To provide administrative support to the HSG Information and Advice team as required.
- To act as Office Facilitator and liaise with the ACD Head of Operations regarding operational and Health & Safety changes.
- Telephone/reception duties including client referrals and communication of this to the appropriate I and A team member.
- Photocopying, scanning and disposal of confidential documents.
- Assisting other members of staff with administrative/clerical duties as required
- Posting of appropriate documentation as required.
- Keeping the office in an orderly condition.
- To undertake any further reasonable duties as requested by the Information and Advice team.
- To adhere to ACD policies and procedures, as well as the staff handbook.
- To participate in any training deemed necessary for the role.

Skills, Qualities and Experience

Skills, Qualities, and Experience	Essential (E) or Desirable (D)
Educated to a good standard (<i>However, experience instead of qualifications will also be taken into consideration</i>)	Essential
Proficient in Microsoft office and other software/social media applications	Essential
Experience of working in an office environment	Essential
Experience of record keeping using a customer relationship management database	Essential
Understanding of issues facing older people	Desirable
Organised and methodical	Essential
A flexible, can-do attitude	Essential
A self-starting team player with good communication skills, both written and oral, who takes pride in completion of tasks to a high standard	Essential
Welsh speaker	Desirable
Able to maintain a good working relationship	Essential
Own transport	Desirable

Additional requirements

- Satisfactory 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



As users of the disability confident scheme, we guarantee to interview all disabled applicants who meet the minimum criteria for the vacancy

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