

**Information and
Wellbeing
Officer
Connecting
Carmarthenshire**





Dear Applicant

Re: Connecting Carmarthenshire Information and Wellbeing 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 an interview, we will be in touch to discuss the interview process and arrange a 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 are we

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 home help, and Veteran's in View - all helping to enhance later life in Dyfed.

Connecting Carmarthenshire

Information and Wellbeing Officer

Role Overview:

To be a key part in the delivery of the preventative service for older people and people with physical disabilities within the county of Carmarthenshire. Age Cymru Dyfed have successfully been appointed to run the service across the five geographical Carmarthenshire County Council Hub areas. The objective of this service is to deliver preventative and solution-based community support to older people and people with physical disabilities, enabling them to improve and/ or maintain their health and wellbeing and also build their resilience through social integration and strong community relationships.

As part of the Information and Advice Team you will map the support mechanisms within your area, and through community outreach provide a trusted face and point of contact for people to access information on the support available.

Networking with organisations that provide support in the areas will be important to gain knowledge of the relevant Information.

Key Responsibilities:

- Provide Information covering a range of topics including (but not exclusively); Local Activities; Housing, Social Care and local services.
- Document and keep up to date directories of activities available in your designated area ensure that you network effectively with other organisations to obtain this information.
- 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 advice staff and volunteers.
- To provide outreach surgeries where older people can drop in and obtain information on the support available to meet their needs.
- To attend local community meetings and promote the service.
- To make home / outreach visits as necessary.
- To listen to the concerns and issues experienced by clients in order that you can provide effective and holistic support solutions and contribute to the design of service provision.

Age Cymru Dyfed has a team of trained Information & Advice officers throughout the three Counties.

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

The 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.

Skills, Qualities and Experience

Skills, Qualities, and Experience	Essential (E) or Desirable (D)
Recent advice or delivery of information work experience	E
The ability to listen to client needs and develop support solutions for people.	E
Networking experience within the third sector and locally.	E
An ordered approach to the delivery of information and advice and a willingness to work within agreed procedures.	
An understanding of clients with complex health issues	E
Effective communication skills	E
Ability to prioritise own work, meet deadlines and manage a caseload	E
Ability to use IT packages including Outlook, Word & Excel	E
Ability to give and receive feedback objectively and sensitively	E
Ability to work as part of a team including paid staff and volunteers	E
A commitment to uphold policies of equality and diversity	E
Spoken and written Welsh to a minimum of level 3.	D
Previous experience of working with older people.	D

Person Specification	
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 applications	Essential
Experience of working in an office environment	Essential
Experience of record keeping using a customer relationship management database	Essential

Experience of using an office telephone system, diverting calls and professional management of phone calls	Essential
Organised and methodical	Essential
Understanding of issues facing older people	Desirable
Welsh speaker	Desirable
A flexible, can-do attitude	Essential
A self-starting team player with good communication skills, both written and oral, who takes pride in completing tasks to a high standard	Essential
Able to maintain good working relationships	Essential
Own transport	Essential

Additional requirements

- Satisfactory Enhanced DBS check and personal references
- Current full UK driving license and full use of a car for work purposes
- Ability to communicate in Welsh is an advantage
- Awareness that our clients are at the heart of everything we do



31 days annual leave FTE 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 well-being. 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