



## Welfare Benefits Advisor

## Recruitment Pack

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## AUKEL: Our vision, mission and values

We are in the process of co-producing a refreshed organisational vision, mission and values, and are involving older people in this important work. Meanwhile the ones below are our ‘working’ vision, mission and values.

### Vision

Our vision is that older people in East London feel part of their community and are as happy and independent as they can be.

### Our Mission

We will provide accessible, consistent, flexible, and kind services for older people that are targeted at the people who need us the most.

AUKEL values		How we demonstrate them/live them		
Value	To clients	To colleagues	To partners	To funders
<b>Kind</b> (generous/loving/caring/ person- centred/empowering)	We treat all clients with kindness, patience, generosity and care.  Our practice is trauma informed.	We are kind and generous to each other.	We treat our partners with kindness and are friendly and approachable.	We do all we can to give funders what they ask for, remembering that trust is key to good relationships.
<b>Accountable</b> (Integrity/trusted/reliable)	We do what we say we are going to do.  We’re reliable and trustworthy.	We deliver on commitments to each other, we are clear, honest and open when we run into challenges.	We do what we say we are going to do, and we are clear, honest and open when we run into challenges	We do what we say we are going to do and always demonstrate our value. We are clear, honest and open when we run into challenges

<b>Collaborative</b>	We work as equal partners with clients.  We empower and collaborate with them. We co-produce solutions.	We work with each other; we listen and learn from each other and support one another other.	We work as partners, not competitors – we put the needs of beneficiaries first.	We work with funders, listen to their objectives, and work together to deliver the best solutions for beneficiaries.
<b>Flexible</b>  (creative/adaptable/ambitious)  We say yes whenever we can.	We adapt according to the needs of our clients; we recognise the barriers many older people face and do our best to fit our services around them.	We are a flexible employer; we try hard to enable people to work in a way that suits them.  We adapt to help each other out as a supportive team.	We listen hard to the needs of our partners and try hard to make collaboration work.	We do all we can to meet the requirements of funders because their trust in us will ensure ongoing investment in service delivery.
<b>Inclusive</b>	All older people feel that AUKEL is 'for them'.  We deliberately work to make our services inclusive and take positive action to remove barriers for people least likely to trust us.	All staff and volunteers can be themselves at work, feel treated equally, trust that their voices are listened to and are given the opportunity to progress.	We seek out partners and develop partnerships that enable us to ensure that the needs of all older people are met.	We develop a diverse funding base which enables us to deliver work that we identify as meeting unmet need.

## About Age UK East London (AUKEL)

### The organisation

Age UK East London (AUKEL) is a local independent charity, which is part of the national Age UK network. We work across Tower Hamlets, Hackney and Newham to deliver services which support older people to live healthier, happier and more fulfilled lives.

### Our work

Each year we support around 20,000 older East Londoners by providing flexible practical and emotional support in homes, hospitals and in the community. Our boroughs have the country's highest pensioner poverty in the country, further exacerbated by the current cost of living crisis.

### How we help

#### 1. We tackle poverty

Each year our advice service supports over 2,000 older people to claim £3.2million in welfare benefits, grants and relief entitlements. During the cost of living crisis we distributed £42,000 worth of emergency vouchers for food, helping older people ensure there was food in the fridge.

#### 2. We alleviate loneliness

According to a national model, Tower Hamlets has the highest rates of loneliness in London and in England. Our East End Friends initiative teams housebound older people who'd like a bit more company with a volunteer to visit them at home. 92% of older people said they felt less isolated and lonely and 100% of volunteers would recommend the scheme.

### 3. We improve health

Many older people live alone and struggle to manage around the home. Our home from hospital service supports 3,000 older people to return to a safe and warm home. Just 6% are readmitted to hospital within 28 days compared to 15.3% in areas where there aren't these services.

### 4. We increase independence

Many older people in our boroughs have very poor health. For example, at age 65, women in Tower Hamlets can expect just six more years of good health, which is the lowest in London and almost the lowest in England. This reduces their quality of life and can make it harder to remain independent. As well as increasing income and addressing loneliness (both determinants of health) we offer yoga, walking, and chair-based exercise groups at our community centre in Bow. 87% of participants said they are more independent as a result.

## About the team

We are a friendly, welcoming team of c. 70 staff and c. 70 volunteers. As well as many new starters we have several colleagues with 20+ years of service. You can read about our senior team on our website <https://www.ageuk.org.uk/eastlondon/about-us/senior-staff/>, and here's a picture of a few of us at a summer picnic taken early in July:



## Background to the role

Age UK East London are recruiting a Welfare Benefits Advisor to join our growing information and advice team. We support thousands of people a year to maximise their income, challenge bad decisions, and ensure that they understand their rights and entitlements.

We support some of the most deprived communities in the UK, tackling poverty and health inequality while promoting independence and well-being. Working in well networked and integrated systems you will make a key contribution to improving the lives of adults, their carers and the wider community.

## Job description

Job Purpose
<ul style="list-style-type: none"><li>• To provide Information, advice and support to clients enabling them to remain independent in their own homes.</li><li>• To work with the Advice Service to deliver and maintain excellent services to AQS standard.</li><li>• To provide home visits and office appointments, delivering advice via a variety of channels such as phone, video call and face to face.</li><li>• To work with clients to deliver holistic support that promotes wellbeing, independence that reduces health inequality and poverty.</li></ul>
Key Tasks
<ul style="list-style-type: none"><li>• To provide quality-assured independent advice and casework support to adults across East London.</li><li>• To maintain accurate case records in line with all relevant legislation and quality assurance benchmarks.</li><li>• To conduct welfare benefit calculations and advise accurately on entitlements.</li><li>• To complete applications for welfare benefits and grants etc.</li><li>• To support people to understand their rights and challenge decisions made against them such as welfare benefit appeals to first tier tribunal.</li><li>• To deliver a holistic, person-centred and strength-based service focussed on independence and wellbeing.</li><li>• To support service data input to support the service with evaluation and monitoring KPI's.</li><li>• To keep up to date knowledge of welfare benefit, Housing and Social Care policy and legalisation.</li><li>• To support the service to be flexible and responsive to change and community need.</li><li>• To train and mentor volunteers.</li></ul>
General
<ul style="list-style-type: none"><li>• To meet regularly with line manager for support, supervision and appraisal.</li></ul>

<ul style="list-style-type: none"> <li>• To attend team and staff meetings, committee meetings, partnership, network forums and monitoring meetings as required.</li> <li>• To undertake any other duties within the competence of the post holder as may be required from time to time for the continued smooth running of Age UK East London.</li> <li>• To undertake all training required to fulfil the role.</li> <li>• To carry out the duties of the post in accordance with Age UK East London’s policies and procedures including: EDI, Health &amp; Safety, Confidentiality, Complaints, GDPR, Safeguarding Vulnerable Adults.</li> </ul>
<b>Functional Links</b>
<ul style="list-style-type: none"> <li>• The role reports to the Information &amp; Advice Team Leader</li> <li>• Close working with the Advocacy Service.</li> <li>• Close working with GP’s, Outreach Venues, Hospital Ward Staff.</li> <li>• Close working with the Advice Providers Network in Hackney.</li> </ul>

## Person Specification

	Essential	Desirable
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Minimum of 18 months experience of providing welfare advice whether in a paid or voluntary setting.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of supervising volunteers.</li> </ul>
<b>Knowledge &amp; Understanding</b>	<ul style="list-style-type: none"> <li>• Holds NVQ Level 3 Advice &amp; Guidance, or equivalent, qualification, or ability.</li> <li>• Expert knowledge and understanding of Social Welfare rights and all relevant legislation/areas of law.</li> <li>• Understanding of the impact of discrimination and disadvantage on the lives of people and ability to work in a trauma-informed manner.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of social care and the care act.</li> </ul>
<b>Skills/Attributes</b>	<ul style="list-style-type: none"> <li>• Intermediate IT skills, in particular use of Microsoft Windows, Word and Excel.</li> <li>• Strong written and verbal communication.</li> <li>• Can demonstrate AUKEL values (accountable, kind, flexible, inclusive, collaborative) in the way the service is delivered.</li> <li>• A commitment to safeguarding and promoting the welfare of vulnerable adults and their carers*.</li> </ul>	



	<ul style="list-style-type: none"> <li>• A commitment to professional learning and development and reflective practise.</li> </ul>	
<b>Additional Requirements</b>	<ul style="list-style-type: none"> <li>• This post is subject to the relevant check through the Disclosure &amp; Barring Service (DBS)</li> <li>• Flexibility in working hours to meet organisational needs.</li> <li>• This post may require occasional evening and weekend work.</li> </ul>	

## Employment Details

### Contract type

This contracted post is for **28 hours per week** (working day pattern to be decided) and may require some out of hours or weekend work as required. We welcome application for flexible working including reduced hours and other flexible working arrangements.

### Location

We support hybrid working to suit our team. When in the office, the post holder will be based at Hackney, but some travel across east London may be required to meet the needs of the service.

### Salary

**£31,000 to £34,000** pa pro rata for part-time+ 5% ER pension contribution

### Holiday entitlement

25 days (pro-rata for contracted hours) of paid holiday per year plus bank holidays. This increases after two years of service to 27 days, and then a further one day per every year of service up to a maximum of 30 days after five years of service. In addition, all employees are entitled to one day off on (or around) their Birthday.

### Conditions of employment

The job offer is subject to the receipt of two satisfactory Employment References, an enhanced DBS Check and evidence of relevant Qualification.

## How We Value Our People

### Learning and development

We are committed to supporting our staff through a variety of training, e-learning, workshop and shadowing. A training needs assessment is carried out annually. During the appraisal and reviewed during supervision. The majority of vacancies are advertised internally to encourage staff to progress their careers within the charity.

### **Flexible working policy**

We welcome flexible working requests from day one and anyone can make as many requests as they wish to.

### **Family Friendly Policy**

We have a competitive Family Friendly Policy which includes maternity, paternity adoption and shared parental leave. We have an enhanced maternity and paternity pay policy based on the length of service.

### **Sick leave policy**

We also have a competitive sick pay policy which will give you up to 4 months full pay and 4 months half pay after 4 years of service.

### **Death in service insurance**

We have a Death in service insurance which will help your family to cope financially should something happen to you while employed with us.

### **Employee assistance programme**

We offer an Employee Assistance programme called WeCare which includes 24/7 online GP, Get fit programme, Mental health support, Financial and legal guidance.

### **Menopause and menstrual policy**

The policy supports employees in their ability to adequately self-care during their period and menopause, while not being penalised by having to deplete their sick leave. Birthday policy

### **Open Door policy**

The purpose of policy is to encourage open communication, feedback, and discussion about any matter of importance to an employee.

### **Wellbeing policy**

The policy is aimed to promote mental wellbeing among staff and volunteers and tackle the causes of work-related mental health problems.

### **Duncan Robertson Award**

For the outstanding contribution to the wellbeing of older people.

### **Cycle to work scheme**

The scheme allows employees to obtain commuter bikes and cycling accessories through their employer, whilst spreading the cost over 12 months and making unbeatable savings through a tax break.

## **Next Steps**

### **How to apply**

To apply, please complete the application form on our website.

### **Recruitment Timetable**

Deadline to receive applications: Friday the 26<sup>th</sup> of April at 9am

1st stage interviews: Week commencing the 29<sup>th</sup> of April.



**Have any questions?** If you want to find out more about the recruitment process or the role, please contact our HR department by emailing on: [recruitment@ageukeastlondon.org.uk](mailto:recruitment@ageukeastlondon.org.uk)