

Job Description

Job Title	Help Team Advisor
Team	Help Team
Location	Barnwood, Gloucester, with hybrid working available and regular travel around Gloucestershire
Reports to	Help Team Manager
Works closely with	Colleagues, clients and partners
Salary	£25,627 FTE
Hours	37 per week, 9am – 5pm (part time considered)
Contract	One year fixed term (two posts available)
Closing date	10 July 2025
Interview date	28 July 2025

Age UK Gloucestershire's vision is to make our county the best place in the UK in which to grow older.

We are recruiting exciting roles to help us do this. Do you have the skills and passion to join us?

Our Help Team provides a welcoming place for older people and those supporting them to turn. The team offers people time to talk, listen actively to their situation, and provide a range of support and impartial information to help older people lead safe and comfortable later lives.

Our Advisors will discuss the services we offer, or if they are unable to provide the information needed, they will put people in touch with the most appropriate organisation for them.

People can reach our Help Team by phone and email, as well as in our outreach hubs. This role works as part of a team, with training and in a supportive environment.

Principle Tasks

Responding to enquiries about later life from the public via phone, email, at outreach settings in the community, and on home visits providing;

An actively listening ear:

- Giving people time and space to tell their story and raise their issue
- Offering emotional support, understanding and reassurance that the person is not alone.
- Listening for cues that provide further detail on the presenting situation and other potential issues (e.g., an enquiry about a benefit entitlement might indicate other issues such as poverty and lack of food/warmth)
- Exploring what matters to the person and what outcome they are looking to achieve.

Provision of information and advice:

- Provide information and advice in an accessible form, enabling the person to identify a suitable solution, using telephone, letter, or email as appropriate.
- Make referrals and applications to statutory and voluntary and community sector (VCS) services locally and nationally on behalf of the person if they are unable to do these themselves.
- Carry out initial welfare benefits checks covering pensions, means-tested benefits and disability related benefits relevant to those of state pension age.
- Escalate complex cases on to specialist support where needed
- Identify where wider Age UK Gloucestershire projects may be able to support and make the appropriate introduction.
- To maintain proportionate records of all contacts in line with GDPR to aid monitoring of activity and to enable a case history to be collected for more complex cases.

To succeed for this role you must have:

- Strong interpersonal and communication skills; able to actively listen with understanding and empathy over the phone and in person; able to connect people to the support they require.
- Patience and willingness to share their time with others and appreciate the value of other people's time; has strong organisation skills to make effective use of their time and keep excellent records.
- A positive attitude about ageing and motivated to support people from across Gloucestershire to live their best later lives.
- Experience of working with older people, through employment, voluntary work or lived experience.
- Interest in understanding everyone's unique experience and willing to consider new ways of working
- A positive "can do" attitude to helping others, with an optimistic outlook, wanting the best outcomes for everyone.
- To be a team player by collaborating with others, supporting your colleagues, and working towards a common goal.
- Own transport and the ability to travel regularly to community outreach sessions across Gloucestershire.
- Be able to use standard Microsoft Office 365 products and be confident being trained on other IT systems.
- Desirable: previous experience of providing advice and guidance, ideally on issues affecting older people.